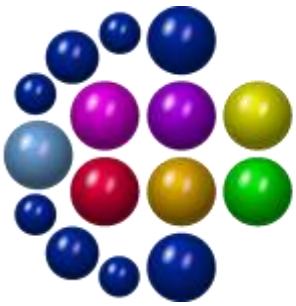
AxSys Health

transforming healthcare through innovation



ExcelicareRx

the solution for ePrescribing

ePrescribing

User Guide

V2.0

Contents

1 INTRODUCTION 6

1.1 YOUR IMPLEMENTATION OF EPRESCRIBING 6

2 GETTING STARTED 7

2.1 CONFIDENTIALITY 7
2.2 LOGGING ON 7

3 ACCOUNTS/LOCATION 8

3.1.1 Setting your Default Account/Location 8
3.1.2 Mid Level Prescribers/Nurse Prescribers 10
3.1.3 Changing the Location 10

4 PATIENT SEARCH 12

4.1 SEARCHING FOR A PATIENT 13
4.1.1 Options available from the Patient Search screen 14
4.1.2 Select Patient 14

5 EPRESCRIBING 15

5.1 ACCESSING EPRESCRIBING 15

6 IMPORTED RX 16

7 COMPOSE RX 18

7.1 CREATING A NEW PRESCRIPTION 19
7.1.1 Generic/Brand Drugs 20
7.1.2 Monograph Information & Leaflets 21
7.2 ENTERING PRESCRIPTION DETAILS 22
7.2.1 Dosing 24
7.3 COMPLETING THE PRESCRIPTION 25
7.3.1 Route Page 25
7.4 APPROVE/LEAVE FOR STAFF 30
7.5 FINISH/ADD TO CURRENT MEDS 30
7.6 RETURN/ADDITIONAL RX 30
7.7 ACCEPT/SEND 31
7.7.1 Autorouting Prescriptions 32
7.8 INSTANT RENEWAL 33
7.9 PENDING RX ON COMPOSE RX SCREEN 34
7.10 CURRENT MEDICATIONS 35
7.11 DRUG REVIEW 35
7.12 RX DETAILS 37
7.12.1 Current Medications 37
7.12.2 Pending Rx 39
7.13 EDITING A PRESCRIPTION 40
7.14 DISCONTINUING A DRUG 40
7.14.1 Deleting a Drug 41
7.15 FILTERING THE PRESCRIPTION VIEW 41
7.16 PRESCRIBING MEDICATION WITH WARNINGS 42
7.16.1 Drug Review 43
7.17 CURRENT MEDICATIONS >90 DAYS 43
7.18 SCHEDULED DRUGS 44
7.19 THERAPEUTIC ALTERNATIVES 45
7.20 DOCTOR'S LIST 46

8 ADDING AN ALLERGY/ADR 47

9 DIAGNOSES 48

9.1.1 Viewing Diagnoses 48
9.1.2 Entering a New Diagnosis 49
9.1.3 Editing a Diagnosis 49
9.1.4 Deleting a Diagnosis 50

10 MED ENTRY 51

10.1 ADDING A NEW MEDICATION 51

11 PATIENT PRESCRIPTION DETAILS 53

11.1.1 Healthplan/Insurance/Formulary 54
11.1.2 Patient Pharmacies 54
11.1.3 Automated Prescription Routing 55
11.1.4 Patient Information 55
11.2 SELECT DR./STAFF 56

12 PRESCRIPTION RENEWAL/PENDING 57

12.1 RENEWAL REQUESTS 57
12.1.1 Known Patients 57
12.1.2 Unknown Patients 58
12.2 PENDING MEDICATIONS 59

13 PRESCRIPTION STATUS 60

13.1 PROVIDER REVIEW LIST 60
13.2 FAILED ELECTRONIC NEW PRESCRIPTION: NEEDS REPROCESSING 61
13.2.1 Electronic Prescribing Rx Status 61
13.3 FAILED FAX TRANSMISSION/NEEDS REPROCESSING 62
13.4 STAFF PROCESSING LIST 63
13.5 ALL DOCTOR REVIEW LIST 63

14 ADMIN 64

14.1 REPORTS 65
14.1.1 Patients 67
14.1.2 Account Settings 67
14.1.3 Lists 70

15 HELP 75

15.1 SUPPORT MATERIALS 75

16 IMPORTANT INFORMATION 76

17 SURESCRIPTS PARTICIPANT BULLETIN (ELIGIBILITY REQUESTS) 77

1 Introduction

ePrescribing provides the ability for Doctors to submit accurate, error-free, legible prescriptions.

ePrescribing allows user to:

- Send prescriptions electronically via Surescripts
- Send prescriptions by fax to all Pharmacies
- Print out prescriptions for the patient
- Accept/Deny Renewal Requests

The ePrescribing module is intuitive and user friendly. It allows for a streamlined process for quick and accurate prescribing. The module is integrated with Excelicare ACE therefore it can display patient's medications, diagnoses and allergies recorded within the CCD.

1.1 Your Implementation of ePrescribing

This manual contains sections and screen snapshots of the standard implementation so there may be some subtle differences between what is shown in the manual and how the screens are presented to you. Such differences have no effect on the functionality provided.

Please Note: You will see the triangle symbol beside a few sections in this manual, this symbol denotes that some sections may not be visible or display differently in your implementation.

For information on the ePrescribing Setup within the Excelicare Configuration Console please refer to the ePrescribing Administration User Guide v1.1.

2 Getting Started

2.1 Confidentiality

Security of data and patient confidentiality are of paramount importance when developing a patient database. The system is password protected and users are required to provide a login name, password, details of the Security Image displayed in the Login screen and select a Location from the drop down list in order to access the system.

2.2 Logging On

- Select the Excelicare ACE web link.

You will then be presented with the following screen:

- Enter the login name followed by your password.
- Type the Security Image text in the empty field displayed next to the image.
- Select Login.

Note: Clicking on the keyboard icon will display an on screen keyboard that can be used to enter your password.

3 Accounts/Location

A ‘Location’ is a Practice/Provider Address (a physical location) which has been registered within the Excelicare Configuration Console (Locations).
An ‘Account’ is a Prescribing Account which can be associated to one or multiple locations.

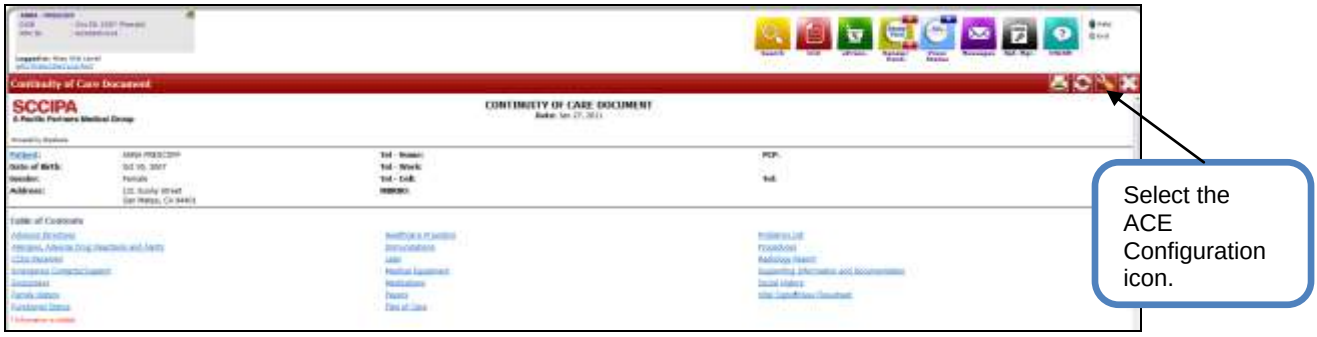
Providers, Mid-Level and Nursing staff are all associated with Locations and Accounts within Excelicare. It is of great importance that the correct Location/Account has been selected by the Provider/Mid Level before prescribing medication to patients as these details appear on prescriptions.

When a Provider has accessed Excelicare ACE and searched for a patient, they should select the ePresc. icon from the Main Toolbar. The Provider will then be prompted to select a location before prescribing medication to the patient.

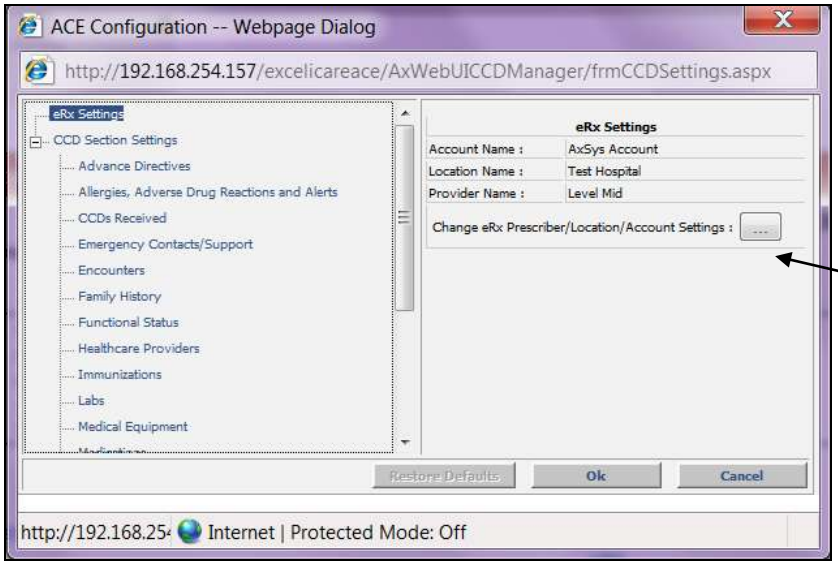
This prompt will always appear until the Provider has set a default location.

3.1.1 Setting your Default Account/Location

A Provider may spend the majority of his/her working time at the same Location. A default location can be configured from the ACE Configuration button on the CCD screen.



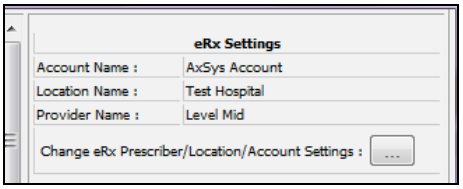
The ACE Configuration screen will be displayed as shown below:



Select the ellipse to a view all locations associated with the user

- Select the default location from the list.

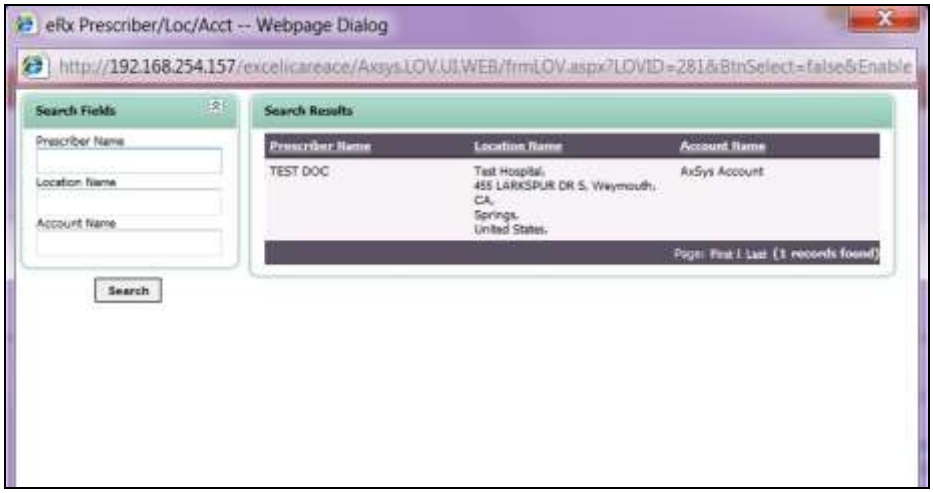
The location will now be set as the default location for the user.


eRx Settings
Account Name : AxSys Account
Location Name : Test Hospital
Provider Name : Level Mid
Change eRx Prescriber/Location/Account Settings : ...

3.1.2 Mid Level Prescribers/Nurse Prescribers

A Mid Level/Nurse Prescriber may prescribe a prescription on behalf of a Doctor, however the Doctor's name must appear on the prescription.

When a Mid Level/Nurse Prescriber has accessed Excelicare ACE and searched for a patient, they should select the ePresc. icon from the Main Toolbar. They will be prompted to select a Provider and Location/Account for whom they are prescribing on behalf of.



3.1.3 Changing the Location

To change locations the Provider/Mid Level can utilize the hyperlink located at the top left of the screen.

Hyperlink as viewed by Providers

Providers can select the hyperlink and choose the required location. The Location and the Account details are displayed within the hyperlink.

Hyperlink as viewed by Mid Level/Nursing Staff

Mid Level/Nursing staff can select the hyperlink and choose the required Provider and Location/Account of whom they are prescribing on behalf of. The Provider, Location and Account are displayed within the hyperlink.

4 Patient Search

After you have logged into Excelicare ACE you will first of all be presented with the Patient Search screen.

Note: You must search for the required patient before you access the ePrescribing module.

The Patient Search utility is used to find patients stored within the HIE system.

Please Note: Depending on your level of access some of the search functionality may be restricted.

When search criteria entered by the user matches a patient record, the patient's identifying data will appear in the results panel.

4.1 Searching for a Patient

To perform a Patient Search enter search criteria into the appropriate fields:

- Alpha Search: First Name, Last Name, Date of Birth, City, Zip Code

A minimum of 3 characters must be entered into the First Name and Last Name fields.

- Insurance ID Search: Current Member ID, Insurance Company

Criteria must be entered into both fields when performing an Insurance ID Search. Wildcards cannot be used in these fields.

- MPI Search: MPI ID

- Click the 'Search' button located at the bottom of the screen.
  Alternatively, pressing the 'Enter/Return' key on your keyboard will run the search.

Note: The wildcard "*" can be used to look for information that contains specific letters, for example, entering *Donald* in the surname field would find all patients with a surname such as McDonald, MacDonald, Donaldson.

The list of patient(s) matching the entered criteria will be displayed in the Search Results below:

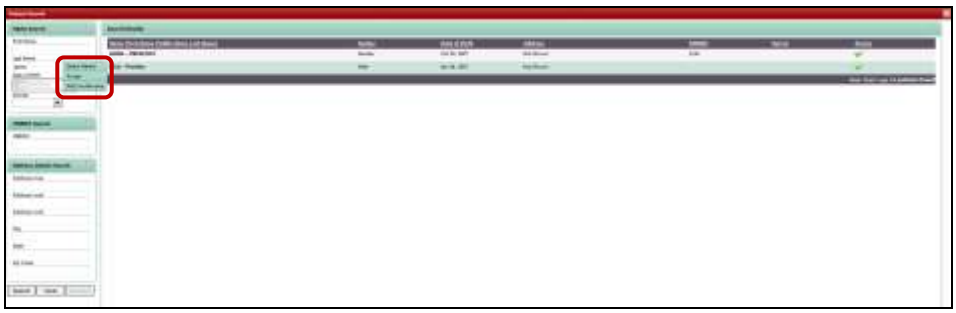
4.1.1 Options available from the Patient Search screen

- The ‘Clear’ button is used to empty all fields where the user has entered information to search for a patient.
- The ‘Deselect’ button will deselect the currently selected patient, resulting in the patient being cleared from the patient label. This button will appear inactivated if no patient has been selected.
- Selecting the Column headers (which are underlined) within the Search Results will sort the search results into alphabetical/ascending order.

4.1.2 Select Patient

The ‘Select’ option is used in order to select the required patient found from the patient search results.

Hover over the row containing the patient’s details. A pop up menu will be displayed.



5 ePrescribing

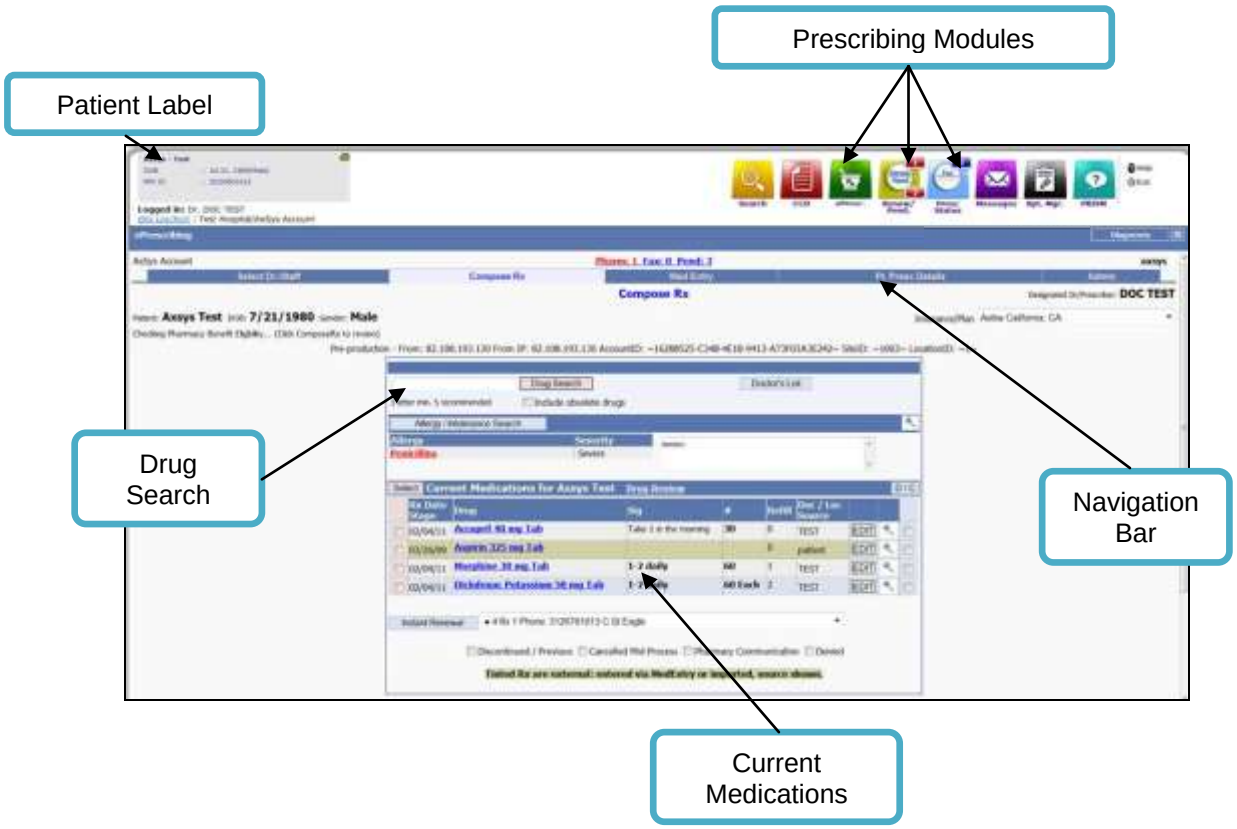
The ePrescribing module assists Providers in prescribing medications to patients as and when required.

ePrescribing reduces prescribing and administration errors therefore improving patient safety and care.

5.1 Accessing ePrescribing

- Select the ePrescribing icon from the Main Toolbar.

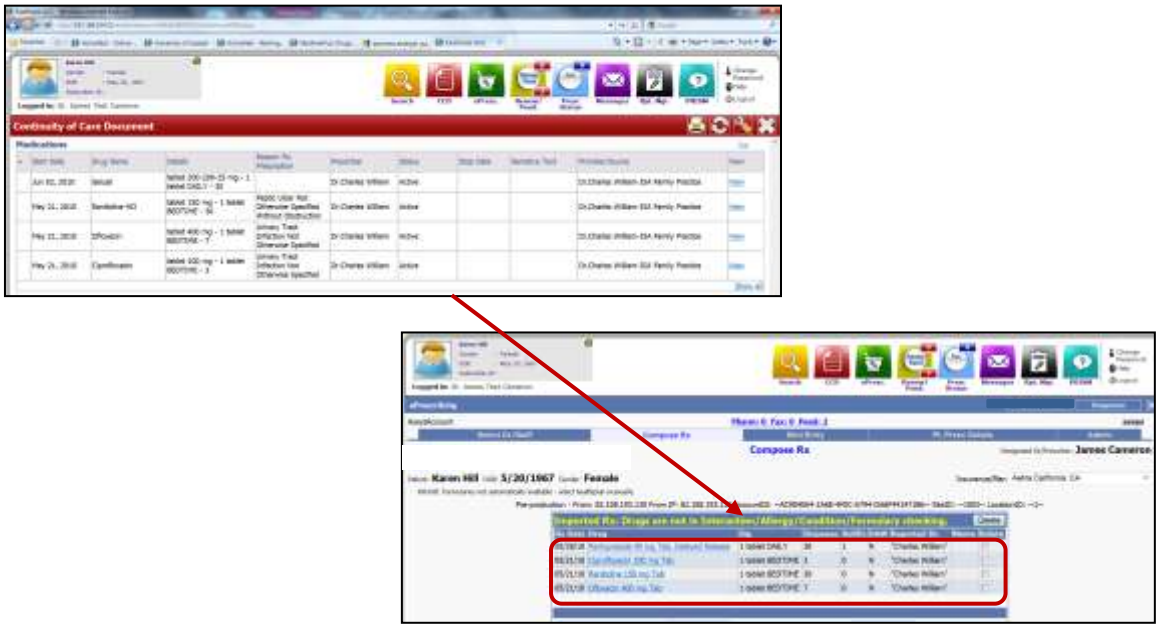
The ePrescribing screen will appear for the currently selected patient as shown below.



Note: The screen will automatically default to the Compose Rx tab.

6 Imported Rx

Imported drugs are listed at the top of the Compose Rx screen. These drugs have been received into the HIE hub from an external source (CCD) and are passed into the ePrescribing system for information. The drugs are listed in this panel as they are unknown to the system.



Imported Rx drugs are not included in drug interaction/allergy/condition/formulary checking since they are not coded and cannot be matched with drugs in the First Data Bank drug database.

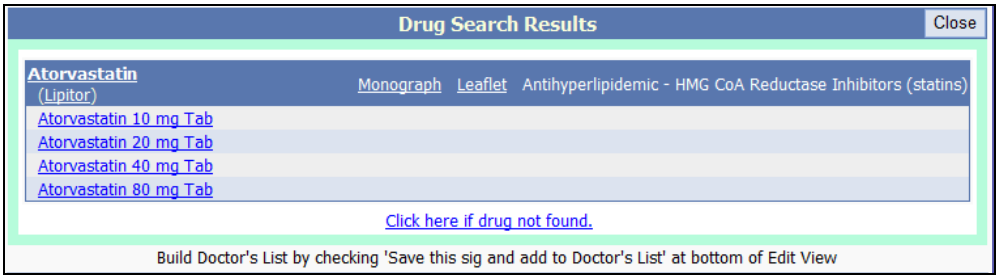
If the user wishes to prescribe the drug listed on the imported list the following steps should be followed:

- Select the 'Drug' hyperlink to display a list of Drug Search Results.

Imported Rx: Drugs are not in Interaction/Allergy/Condition/Formulary checking. Delete

Rx Date	Drug	Sig	Dispense	Refills	DAW	Reported Dr.	Memo	Delete
07/20/07	ATORVASTATIN CALCIUM	1 tab Once daily	30	0	N	""		☐
10/21/07	LOSARTAN POTASSIUM	1 TAB twice a day	60	0	N	"Jackson S. Alparce, Jr."		☐
01/05/09	ATENOLOL	1 tablet Once daily	30	0	N	""		☐
01/05/07	FOLIC ACID	1 tab Once daily	30	0	N	""		☐
01/05/09	GLIPIZIDE	1 tab Once daily	30	0	N	""		☐

- Select the required drug by clicking the drug name hyperlink and continue the prescribing process. *For more information please refer to Section 7.1 Creating a Prescription.*

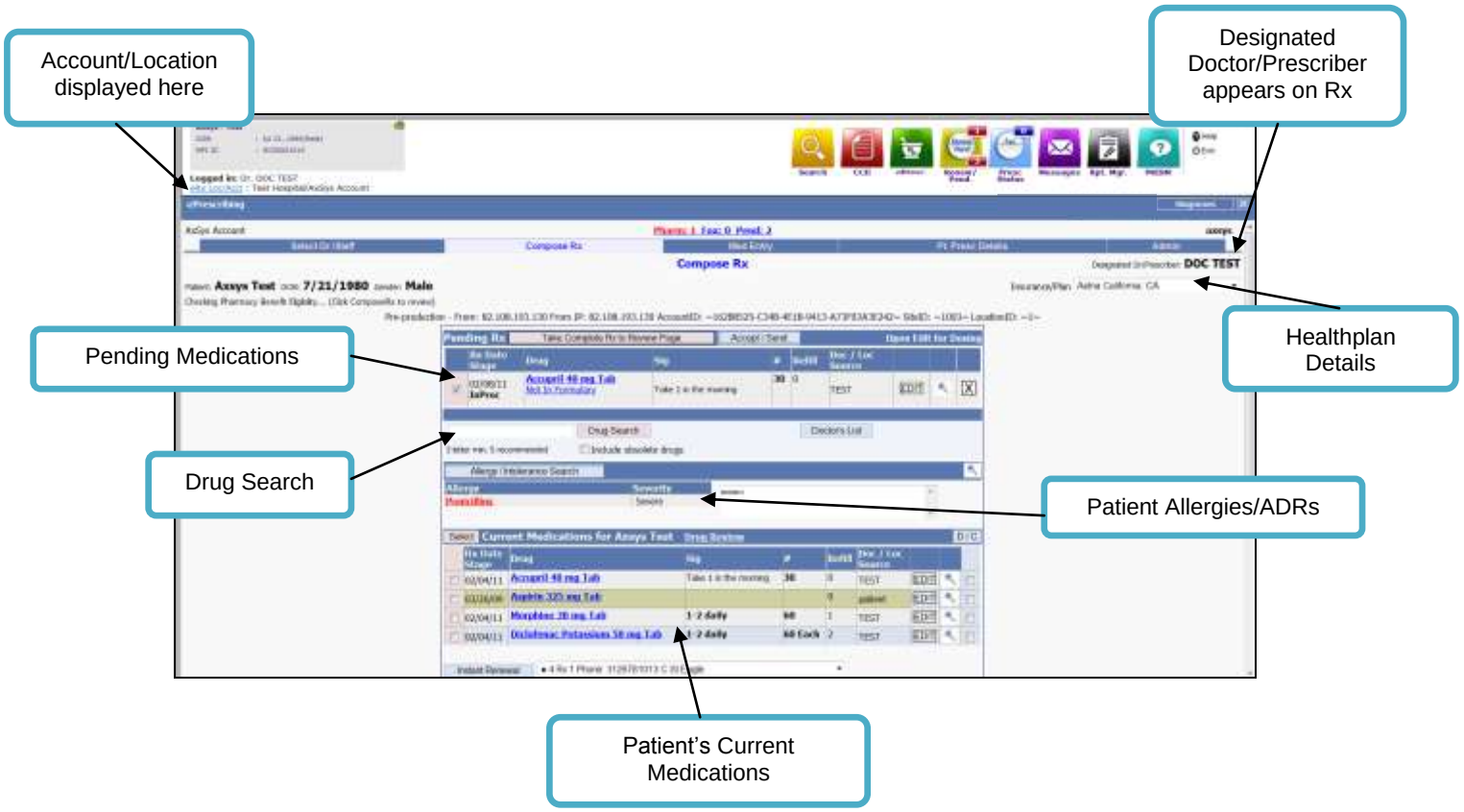

Drug Search Results
Close
Atorvastatin
(Lipitor)
Monograph
Leaflet
Antihyperlipidemic - HMG CoA Reductase Inhibitors (statins)
Atorvastatin 10 mg Tab
Atorvastatin 20 mg Tab
Atorvastatin 40 mg Tab
Atorvastatin 80 mg Tab
Click here if drug not found.
Build Doctor's List by checking 'Save this sig and add to Doctor's List' at bottom of Edit View

Important Information: Prescribing the drug for the patient ***does not*** remove the drug from the Imported Rx panel. When the Provider has added the drug to the patient's medications, the drug should then be removed from the Imported Rx panel by selecting the Delete check box for the required drug followed by the Delete button. Drugs that have been deleted here will not be re-sent from the hub to the ePrescribing system. However, if the same drug is sent to the hub from a different source, it will appear in the ePrescribing system and the user will have to manually delete it here.

7 Compose Rx

The Compose Rx tab provides the user with the following Core Functionality:

- Create new prescriptions
- Edit prescriptions
- Renew existing medications
- View patient's medication history



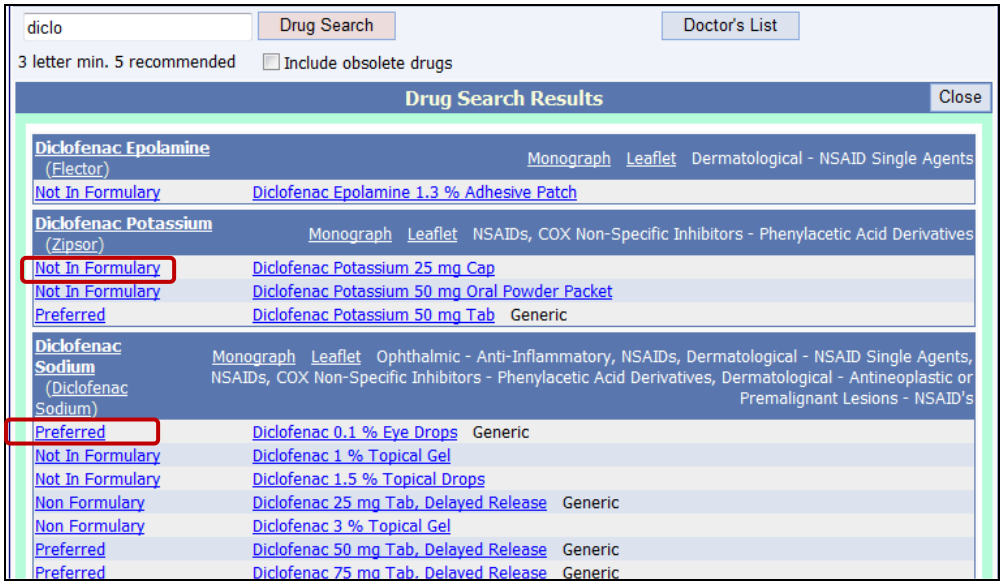
Note: RxHub patients are patients who have been prescribed medication claimed through their Healthplan and recorded via Surescripts. A patient match with RxHub is based upon First Name, Last Name, DOB, Gender and Zip Code. When a match is positive, automatic Formulary checking is enabled for the patient. This means there is no requirement for the user to associate a Healthplan to the patient.

7.1 Creating a New Prescription

- Type the first few characters of the drug name in the 'Drug Search' field.

- Select the 'Drug Search' button and a list of matching drugs will be displayed.
- Ticking the Include obsolete drugs tick box will display withdrawn drugs.

The drugs which are not included in the patient's Healthplan are denoted with 'Not in Formulary'. Drugs which are included are denoted by 'Preferred' or 'Approved'.


diclo
Drug Search
Doctor's List
3 letter min. 5 recommended
Include obsolete drugs
Drug Search Results
Close
Diclofenac Epolamine (Flector)
Monograph Leaflet Dermatological - NSAID Single Agents
Not In Formulary Diclofenac Epolamine 1.3 % Adhesive Patch
Diclofenac Potassium (Zipsor)
Monograph Leaflet NSAIDs, COX Non-Specific Inhibitors - Phenylacetic Acid Derivatives
Not In Formulary Diclofenac Potassium 25 mg Cap
Not In Formulary Diclofenac Potassium 50 mg Oral Powder Packet
Preferred Diclofenac Potassium 50 mg Tab Generic
Diclofenac Sodium (Diclofenac Sodium)
Monograph Leaflet Ophthalmic - Anti-Inflammatory, NSAIDs, Dermatological - NSAID Single Agents, NSAIDs, COX Non-Specific Inhibitors - Phenylacetic Acid Derivatives, Dermatological - Antineoplastic or Premalignant Lesions - NSAID's
Preferred Diclofenac 0.1 % Eye Drops Generic
Not In Formulary Diclofenac 1 % Topical Gel
Not In Formulary Diclofenac 1.5 % Topical Drops
Non Formulary Diclofenac 25 mg Tab, Delayed Release Generic
Non Formulary Diclofenac 3 % Topical Gel
Preferred Diclofenac 50 mg Tab, Delayed Release Generic
Preferred Diclofenac 75 mg Tab, Delayed Release Generic

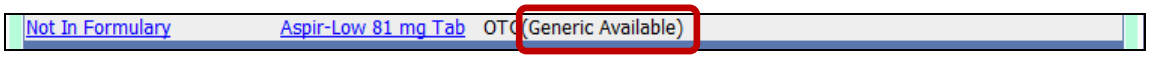
- Select the required drug from the list by single clicking the drug name hyperlink.

Note: If you wish to view more information regarding the drug you have searched for the user can select 'Monograph' or 'Leaflet'.

7.1.1 Generic/Brand Drugs

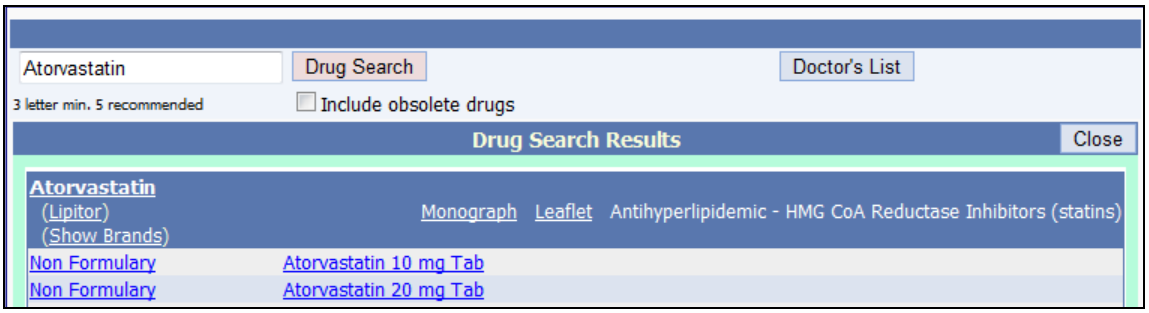
- When the 'generic' name is found within the Drug Search Results, 'Generic' is displayed next to the drug name as shown below.

- When 'generic alternatives' are available for a drug found within the Drug Search Results, '(Generic Available)' is displayed next to the drug name as shown below.



- If you wish to search for the 'Brand Name' of the drug displayed within the Drug Search Results, select the 'Show Brands' link.

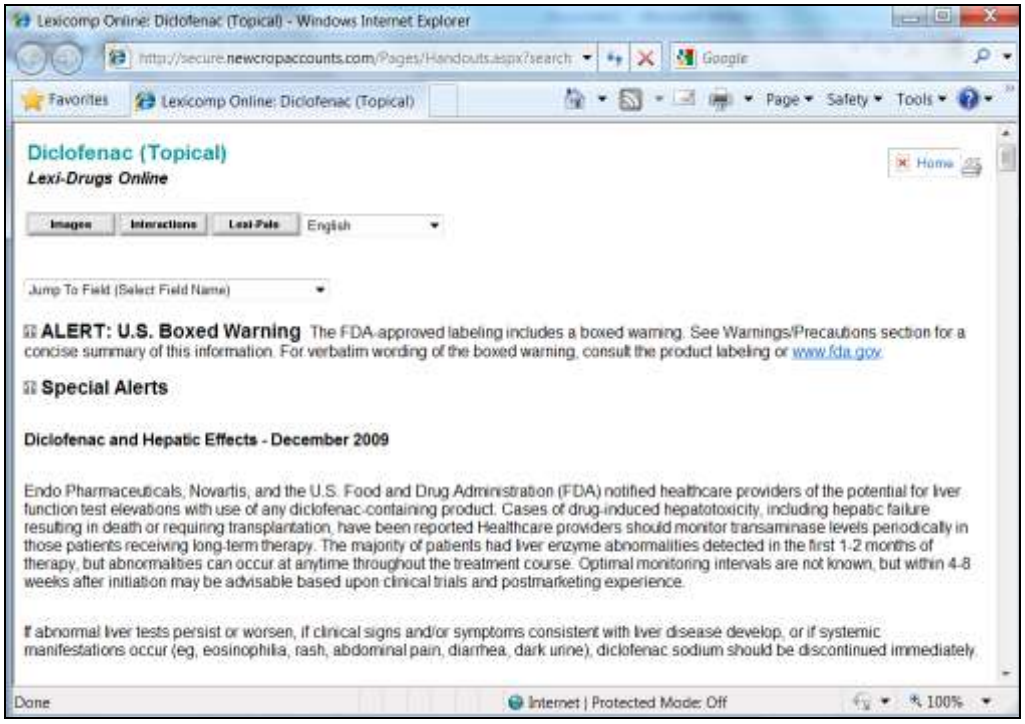
The Drug Search will be auto populated with the 'Brand Name' and a new search will be performed returning the brand name drug as displayed below.



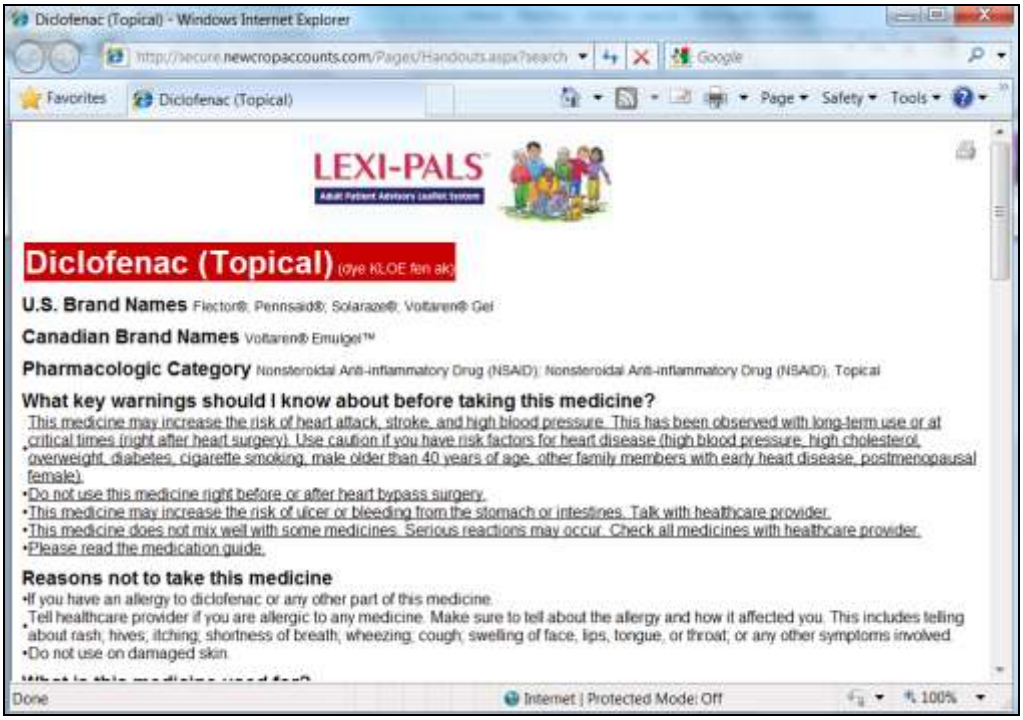
Note: The Generic/Brand display information is provided by First Data Bank, therefore, this information may not always be available.

7.1.2 Monograph Information & Leaflets

- Selecting the 'Monograph' hyperlink will open the Lexi-Comp Online screen as displayed below. This screen displays information on side effects, dosing etc.

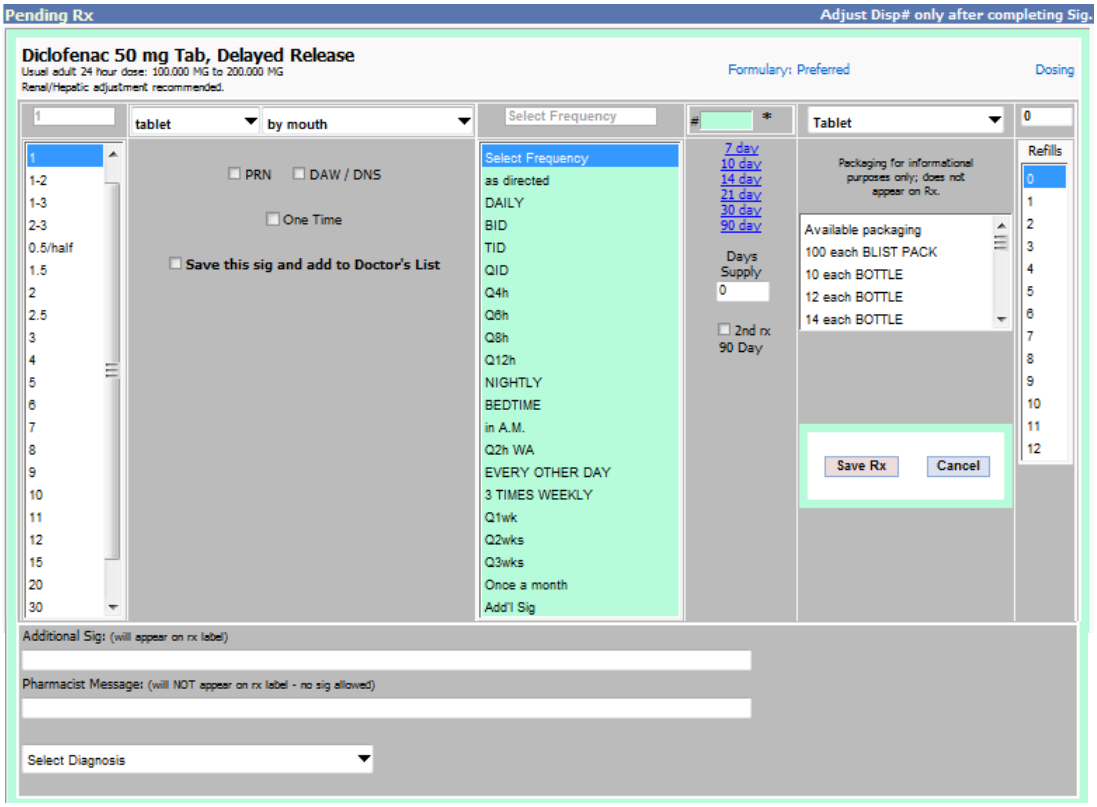

Lexicomp Online: Diclofenac (Topical) - Windows Internet Explorer
Diclofenac (Topical)
Lexi-Drugs Online
Images
Interactions
Lexi-Pals
English
Jump To Field (Select Field Name)
ALERT: U.S. Boxed Warning The FDA-approved labeling includes a boxed warning. See Warnings/Precautions section for a concise summary of this information. For verbatim wording of the boxed warning, consult the product labeling or www.fda.gov
Special Alerts
Diclofenac and Hepatic Effects - December 2009
Endo Pharmaceuticals, Novartis, and the U.S. Food and Drug Administration (FDA) notified healthcare providers of the potential for liver function test elevations with use of any diclofenac-containing product. Cases of drug-induced hepatotoxicity, including hepatic failure resulting in death or requiring transplantation, have been reported. Healthcare providers should monitor transaminase levels periodically in those patients receiving long-term therapy. The majority of patients had liver enzyme abnormalities detected in the first 1-2 months of therapy, but abnormalities can occur at anytime throughout the treatment course. Optimal monitoring intervals are not known, but within 4-8 weeks after initiation may be advisable based upon clinical trials and postmarketing experience.
If abnormal liver tests persist or worsen, if clinical signs and/or symptoms consistent with liver disease develop, or if systemic manifestations occur (eg, eosinophilia, rash, abdominal pain, diarrhea, dark urine), diclofenac sodium should be discontinued immediately.
Done
Internet | Protected Mode: Off
100%

- Selecting the 'Leaflet' hyperlink will open the Lexi-Pals Advisory Leaflet screen as displayed below. This leaflet contains patient educational material which can be printed off. Leaflets can be printed in various languages to suit the needs of the patient.


Diclofenac (Topical) - Windows Internet Explorer
LEXI-PALS
Diclofenac (Topical) (dye KLOE fen ak)
U.S. Brand Names Flector®; Pennsaid®; Solaraze®; Voltaren® Gel
Canadian Brand Names Voltaren® Emulgel™
Pharmacologic Category Nonsteroidal Anti-inflammatory Drug (NSAID); Nonsteroidal Anti-inflammatory Drug (NSAID), Topical
What key warnings should I know about before taking this medicine?
This medicine may increase the risk of heart attack, stroke, and high blood pressure. This has been observed with long-term use or at critical times (right after heart surgery). Use caution if you have risk factors for heart disease (high blood pressure, high cholesterol, overweight, diabetes, cigarette smoking, male older than 40 years of age, other family members with early heart disease, postmenopausal female).
•Do not use this medicine right before or after heart bypass surgery.
•This medicine may increase the risk of ulcer or bleeding from the stomach or intestines. Talk with healthcare provider.
•This medicine does not mix well with some medicines. Serious reactions may occur. Check all medicines with healthcare provider.
•Please read the medication guide.
Reasons not to take this medicine
•If you have an allergy to diclofenac or any other part of this medicine.
•Tell healthcare provider if you are allergic to any medicine. Make sure to tell about the allergy and how it affected you. This includes telling about rash, hives, itching, shortness of breath, wheezing, cough, swelling of face, lips, tongue, or throat, or any other symptoms involved.
•Do not use on damaged skin.
Done
Internet | Protected Mode: Off
100%

7.2 Entering Prescription Details

When you have selected the drug from the Drug Search screen the system will navigate to the Prescription details screen where you can enter the drug information.



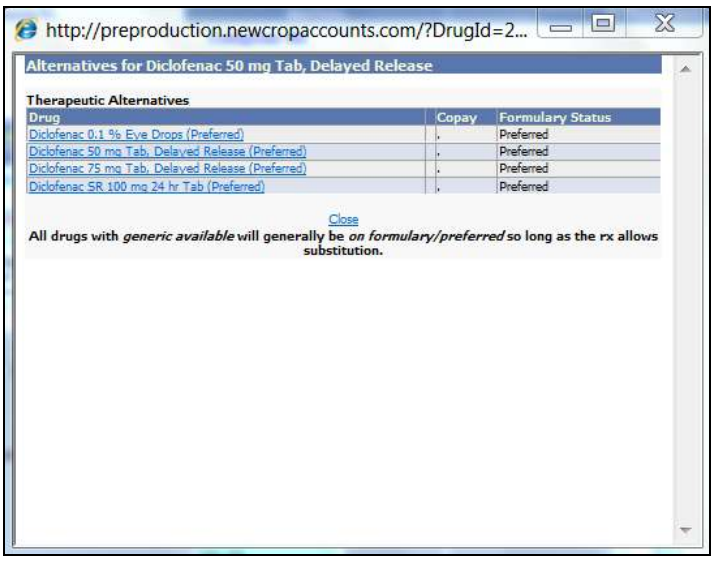
- Enter the formulation and route.
- DAW (Dispense as Written) / DNS (Do Not Substitute) – selecting this option indicates to the Pharmacist that no alternative drugs should be given to the patient. PRN (Pro re nata) take as needed.
- Select the 'One Time' tick box if the patient has only to receive this medication once. This is for information purposes only.
- Select the Frequency from the list. This is a mandatory field as indicated by the green background.
- Choose how many days the medication should be supplied by selecting the blue hyperlinks (7day/10day).
- The 'Days Supply' field will be updated along with the Quantity field.

Please Note: If Add'l Sig or as directed have been selected from the Frequency list the Quantity must be updated manually by the user.

- Select the '2nd rx 90 Day' tick box to generate an additional 3 month Rx. (This is added to the Pending Rx grid along with the original prescription).
- The available packaging (Quantity Qualifier) is dependent on the type of drug. This is simply a request to the pharmacist as to how to dispense the medication. (15g box/30g box).
- Select the number of refills to be given (0-12) if required.
- Prescribers can enter any additional information in the 'Additional Sig' field which will appear on the prescription label. (The Additional Sig may actually contain the frequency of how the drug should be taken by the patient).
- The user can add a message to the pharmacist by entering text into the 'Pharmacist Message' field. This does not appear on the prescription label.
- If the drug is being prescribed for a diagnosis related issue the user can select an option from the 'Select Diagnosis' drop down list. This is pre populated with the patient's conditions from CCD.
- Select the 'Save Rx' button to save the details of the prescription.

Note: Selecting the 'Save this sig and add to Doctor's List' tick box will add the medication to the doctor's prescribing list. The doctor can use this to create a new prescription for a patient with one click. *For more information on the Doctor's List please refer to Section 7.19 Doctor's List.*

Selecting the 'Formulary Preferred' link will located at the top right of the screen will display a list of Therapeutic Alternatives for the medication being prescribed.

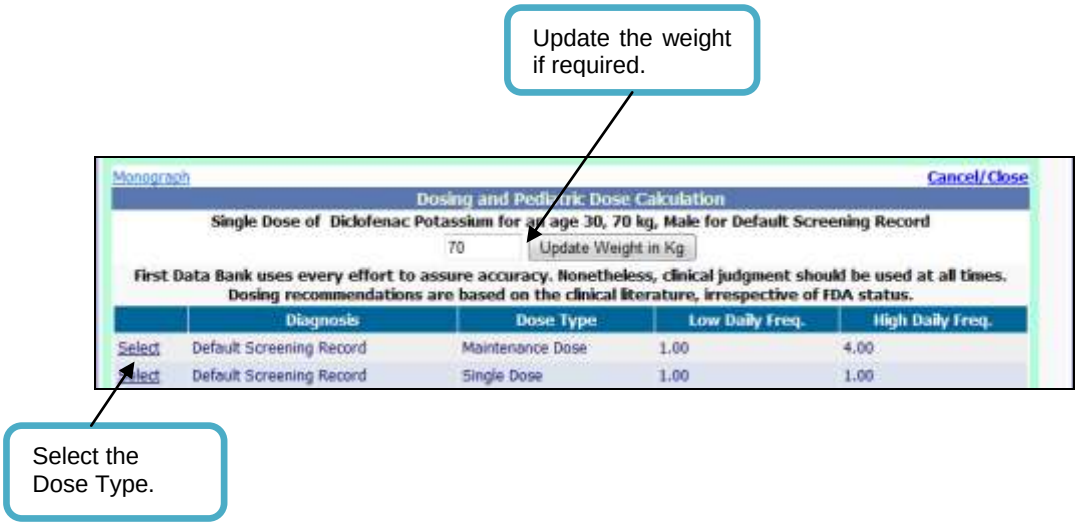

http://preproduction.newcropaccounts.com/?DrugId=2...
Alternatives for Diclofenac 50 mg Tab, Delayed Release
Therapeutic Alternatives
Drug
Copay
Formulary Status
Diclofenac 0.1 % Eye Drops (Preferred)
Preferred
Diclofenac 50 mg Tab, Delayed Release (Preferred)
Preferred
Diclofenac 75 mg Tab, Delayed Release (Preferred)
Preferred
Diclofenac SR 100 mg 24 hr Tab (Preferred)
Preferred
Close
All drugs with generic available will generally be on formulary/preferred so long as the rx allows substitution.

For more information on Therapeutic Alternatives please refer to Section 7.18 Therapeutic Alternatives.

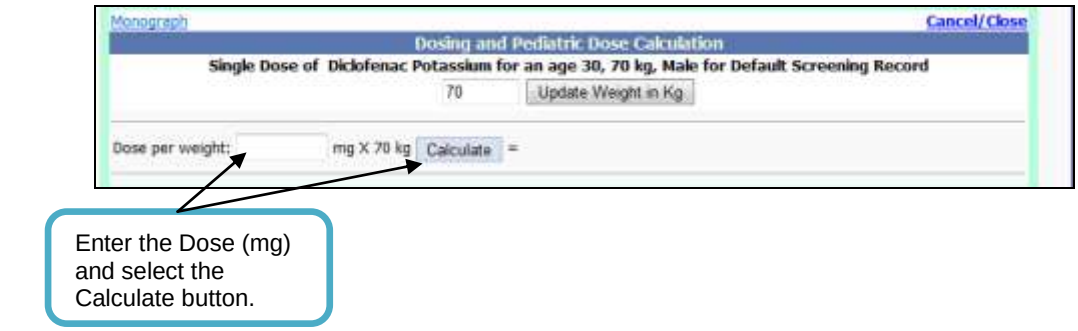
7.2.1 Dosing

The Dosing hyperlink located at the top right of the screen can be used to calculate the recommended dose for the patient's age, sex and weight.

Please Note: The drug being prescribed would require to be a weight related drug.


Update the weight if required.
Monograph
Cancel/Close
Dosing and Pediatric Dose Calculation
Single Dose of Diclofenac Potassium for an age 30, 70 kg, Male for Default Screening Record
70
Update Weight in Kg
First Data Bank uses every effort to assure accuracy. Nonetheless, clinical judgment should be used at all times. Dosing recommendations are based on the clinical literature, irrespective of FDA status.
Diagnosis
Dose Type
Low Daily Freq.
High Daily Freq.
Select
Default Screening Record
Maintenance Dose
1.00
4.00
Select
Default Screening Record
Single Dose
1.00
1.00
Select the Dose Type.

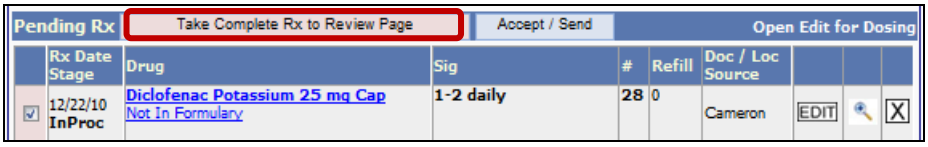
The calculation screen will be displayed as shown below:


Monograph
Cancel/Close
Dosing and Pediatric Dose Calculation
Single Dose of Diclofenac Potassium for an age 30, 70 kg, Male for Default Screening Record
70
Update Weight in Kg
Dose per weight:
mg X 70 kg
Calculate
=
Enter the Dose (mg) and select the Calculate button.

The calculation will be displayed on selection of the Calculate button.

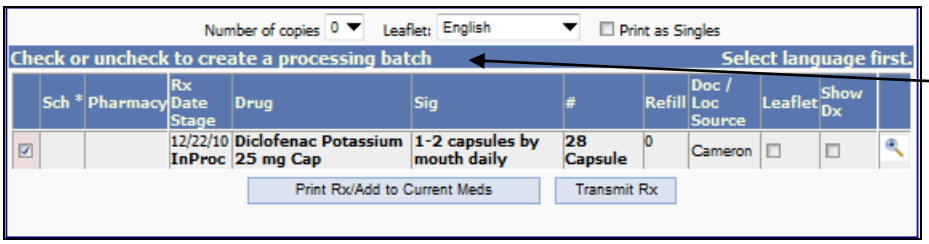
7.3 Completing the Prescription

The prescription can now be routed, printed, saved to current meds or left for another member of staff by selecting the 'Take Complete Rx to Review Page' button.



7.3.1 Route Page

The Route Page allows the user to print or transmit (via fax/electronically) prescriptions.

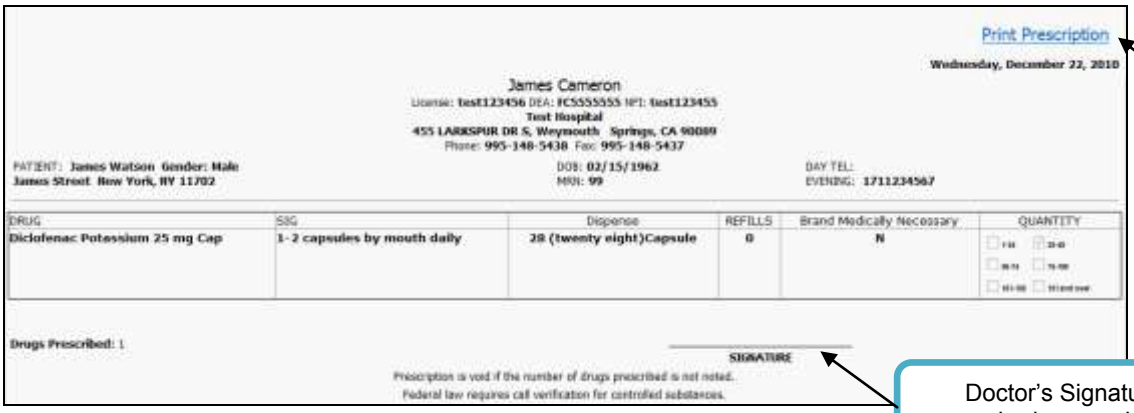


- You can specify the number of copies of the prescription you wish to print from the 'Number of copies' drop down list. You may select from 0-3 copies.
- If you wish to print a leaflet, select a language from the drop down list and select the required check box(es) below the Leaflet column.
- The 'Print as Singles' check box is checked automatically as per State Law. Some States only allow one drug per prescription. A maximum of four drugs can be printed on one prescription.
- Tick the Show Dx check box to display the diagnosis on the prescription. The diagnosis should be related to the medication being prescribed. Insurance Companies often require diagnosis codes with prescriptions.
- Select the Rx Detail icon to view the prescription details.

Important: The 'Sch*' column highlights Schedule 2,3,4 or 5 drugs. These drugs must be individually signed by the Provider on state-mandated paper forms and cannot be transmitted. The user should select the 'Print Rx/Add to Current Medications' button in order to record the prescription in the patient record.

7.3.1.1 Print Rx/Add to Current Meds

Select 'Print Rx/Add to Current Meds' for those prescriptions you do not wish to transmit electronically. The prescription will be added to the patient record and the user will be navigated to the print page where the prescription(s) can be printed.



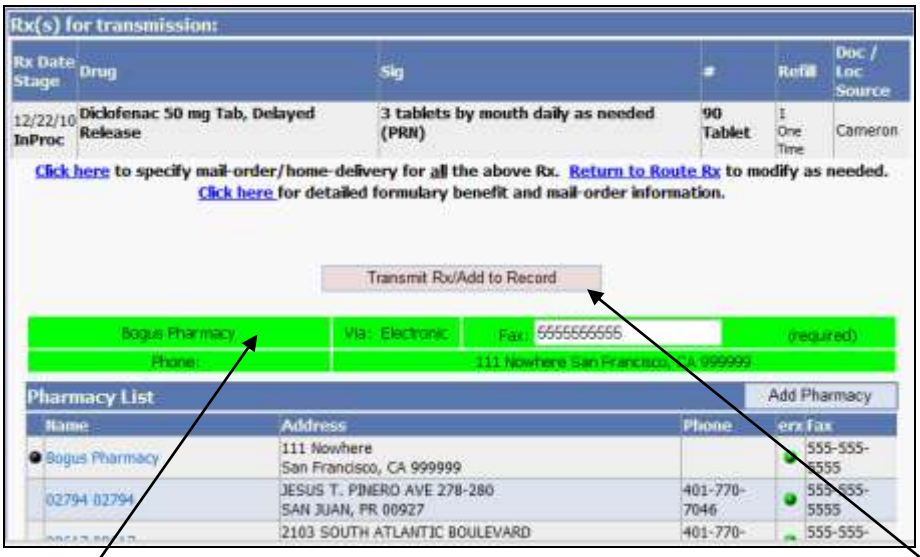
Select the hyperlink to print the prescription

Doctor's Signature required once printed

7.3.1.2 Transmit Rx

Select the 'Transmit Rx' button for those prescriptions you wish to route electronically.

If a prescription is a refill and was previously sent to a pharmacy, the pharmacy name, address and phone number will be displayed by default. If the prescription has no pharmacy name, this can be selected from the Pharmacy List on the Transmit Rx page as displayed below.



Selected Pharmacy Details

Select the Transmit Rx/Add to Record button to route the prescription

When the prescription is transmitted electronically you will have the option of previewing a printable proof of transmission. The copies on the page are in addition to the one printable from the Transmit Rx screen.

Print Receipt and Leaflets
Wednesday, December 22, 2010
James Cameron
Test Hospital
Diclofenac 50 mg Tab, Delayed Release
3 tablets by mouth daily as needed (PRN)
90 (ninety)Tablet
OFFICE COPY OF PRESCRIPTION
OFFICE COPY OF PRESCRIPTION

Select the hyperlink to print a copy of the receipt

Note: If there are remaining prescriptions for the patient, you will see a hyperlink adjacent to the Print link that will display the number of prescriptions still to be processed on the Route screen. Selecting this link will allow the user to process the remaining prescriptions.

Important Information: If pharmacies are not registered as e-prescribing pharmacies, all prescriptions are sent by fax as default.

7.3.1.2.1.1 Mail Order/Home Delivery

Prescriptions can be sent as mail order by selecting the 'Click here' link on the Transmit Rx screen as shown below. Mail Order is extremely useful for people who cannot manage into the Pharmacy to collect their prescription.

Note: All prescriptions on the Transmit Rx screen will be submitted as mail order prescriptions when the Mail Order/Home Delivery link is selected.

Selecting the link will display the Edit/Verify Shipping Address screen as displayed below.

- Ensure the Shipping Address details are correct and select the 'Shipping Address Verified' tick box.
- Select the required pharmacy from the list.

Only pharmacies that are marked with can accept mail order requests.

- Select the Transmit Rx/Add to Record button.

Important Information: Only Providers registered with RxHub/Surescripts can send prescriptions to Mail Order Pharmacies.

7.3.1.2.1.2 Pharmacy List

The user can select the desired pharmacy to transmit prescriptions. Icons associated with the Pharmacy denote the following:

A blue circle in the erx column indicates that this patient utilizes an electronic mail order pharmacy. The mailing address will be displayed and is required for all mail order pharmacies.

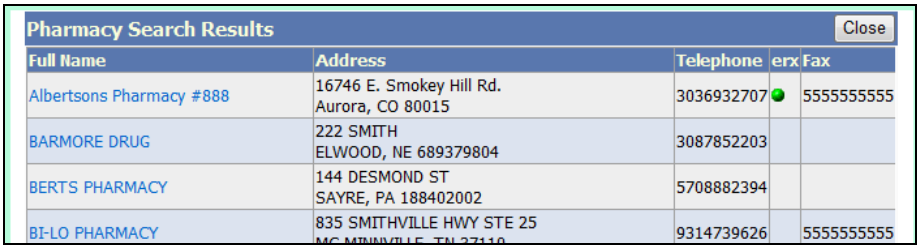
A green circle indicates that the pharmacy is a participant in the electronic pharmacy network. Pharmacies with the green circle can accept prescriptions electronically. If no green circle exists the prescription will be automatically faxed to the pharmacy. All pharmacies listed can accept prescriptions by fax provided the fax number is listed or you can input the fax number previous to transmission.

A black circle in the first column indicates that the pharmacy was previously used for the patient. These pharmacies are set in the Pt. Presc Details tab on the Navigation bar.

7.3.1.2.1.3 If the Pharmacy is Not Listed

- Select the ‘Add Pharmacy’ button.
- The Pharmacy Search screen will be displayed allowing the user to search for the desired pharmacy by entering criteria into 1 or more fields.

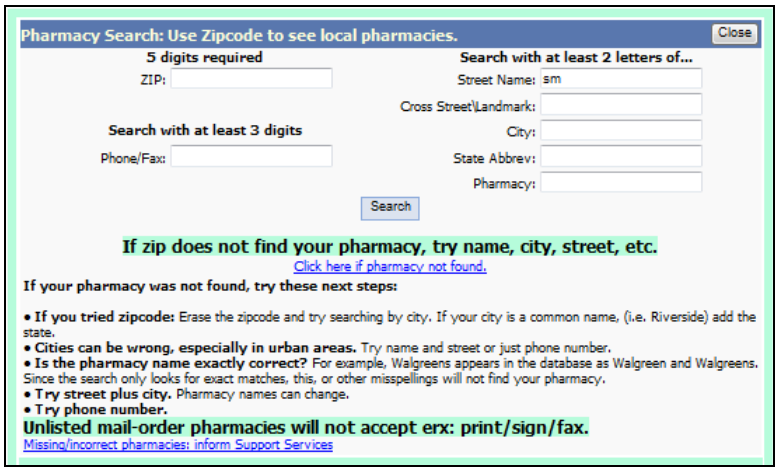
- Enter the criteria and select the Search button.



- Select the Pharmacy Name hyperlink from the Pharmacy Search Results to add the pharmacy as the designated receiver.

7.3.1.2.1.4 If the Pharmacy is Not Found

- Select the ‘Click here if pharmacy not found’ hyperlink located above the search results.


Pharmacy Search: Use Zipcode to see local pharmacies.
Close
5 digits required
ZIP:
Search with at least 3 digits
Phone/Fax:
Search with at least 2 letters of...
Street Name: sm
Cross Street\Landmark:
City:
State Abbrev:
Pharmacy:
Search
If zip does not find your pharmacy, try name, city, street, etc.
Click here if pharmacy not found.
If your pharmacy was not found, try these next steps:
• If you tried zipcode: Erase the zipcode and try searching by city. If your city is a common name, (i.e. Riverside) add the state.
• Cities can be wrong, especially in urban areas. Try name and street or just phone number.
• Is the pharmacy name exactly correct? For example, Walgreens appears in the database as Walgreen and Walgreens. Since the search only looks for exact matches, this, or other misspellings will not find your pharmacy.
• Try street plus city. Pharmacy names can change.
• Try phone number.
Unlisted mail-order pharmacies will not accept erx: print/sign/fax.
Missing/incorrect pharmacies: inform Support Services

- A list of steps will be displayed, if these fail select the 'Missing/Incorrect Pharmacies: inform Support Services' hyperlink.

- The Request Pharmacy Change screen will be displayed where the user can email Customer Support at NewCrop by selecting the email hyperlink. The pharmacy will be added to the list within a matter of hours.

7.4 Approve/Leave for Staff

Selecting this option will save the prescription in the current state and it will be added to the appropriate staff members' list on the Status Page for further processing.

Route Page
Approve / Leave for Staff
Finish / Add to Current Meds
Return / Additional Rx
Rx have been designated NS and added to nurse's list on Status Page.

Note: Mid Level Staff /Nurses will have the option to select a 'Leave for Doctor Review' button which will place the drug on the Doctor's review list on the Status Page for processing.

7.5 Finish/Add to Current Meds

Selecting this option will save the newly added drug to the Current Medications and return the user to the Compose Rx screen.

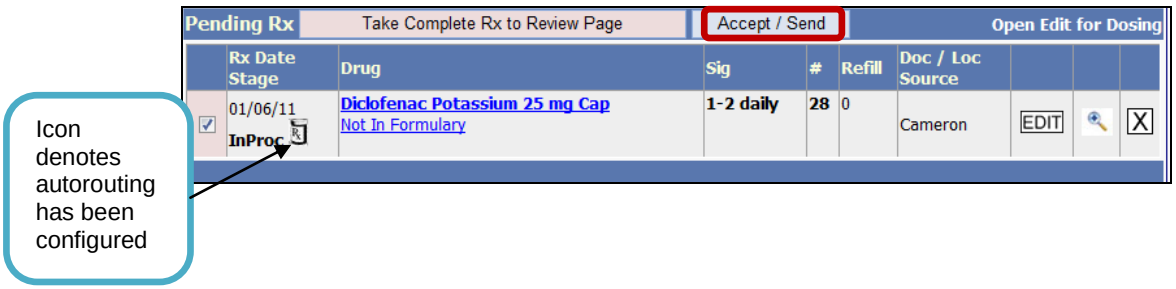
7.6 Return/Additional Rx

Selecting this option will allow the user to add another prescription for the patient by returning to the Compose Rx screen.

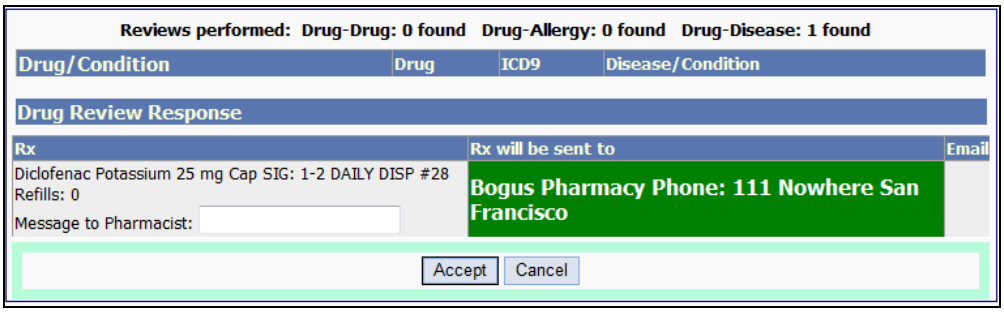
7.7 Accept/Send

The Accept/Send button can be configured with Automated Prescription Routing as set in the Pt. Presc Details tab.

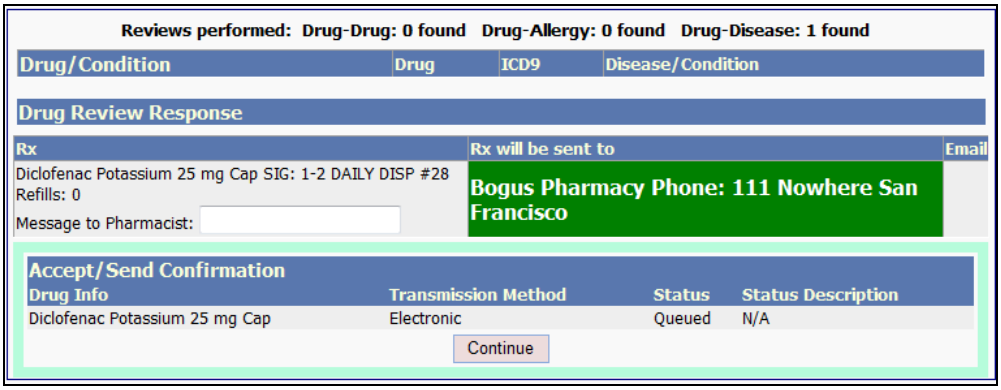
- Select the drug you wish to route followed by the Accept/Send button.



- The default pharmacy will be displayed as shown below. The user can enter a message for the Pharmacist if required.
- Click the Accept button.



- A confirmation box will be displayed. Select Continue to complete the process.



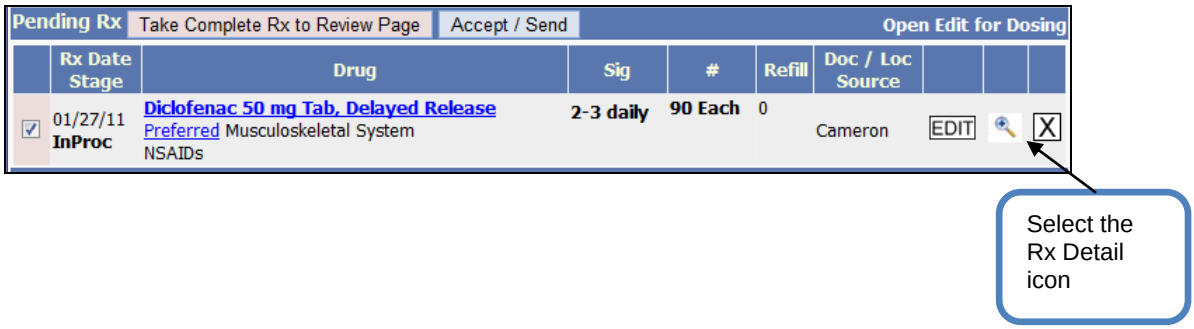
Important Information: If a default Autorouting Pharmacy is not configured, prescriptions are left for Staff to process (NS).

7.7.1 Autorouting Prescriptions

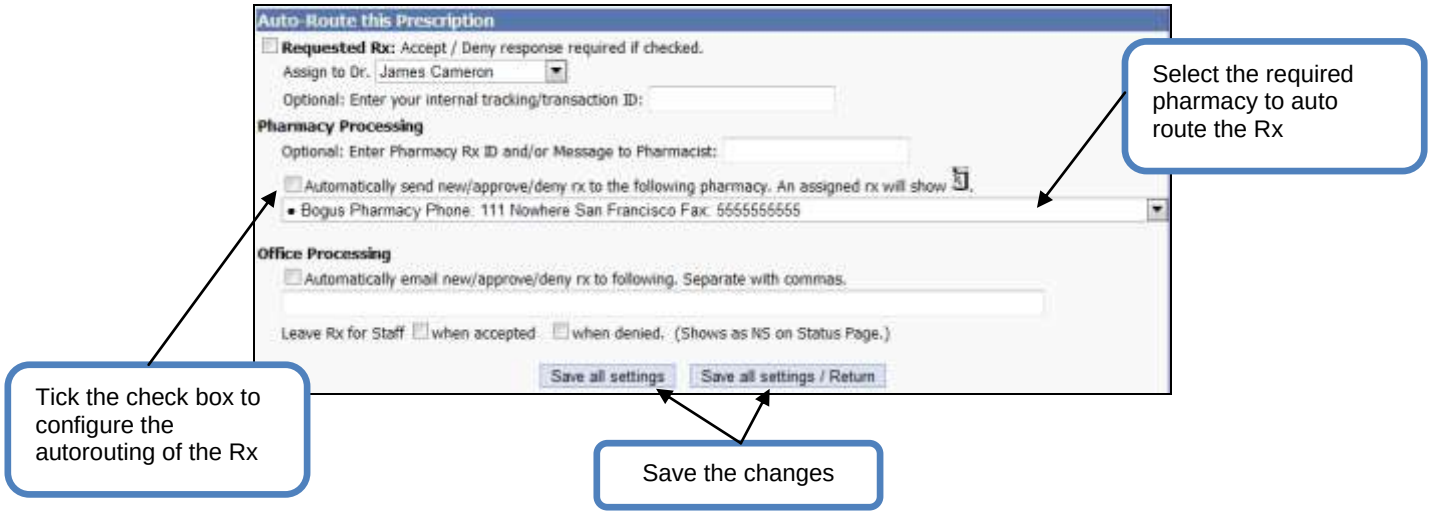
Autorouting prescriptions allow the user to send prescriptions automatically to a default ePrescribing Pharmacy. Autorouting can be configured on a per drug basis or for all drugs sent via the Accept/Send option on the Compose Rx Page.

7.7.1.1 Autorouting Selected Drugs

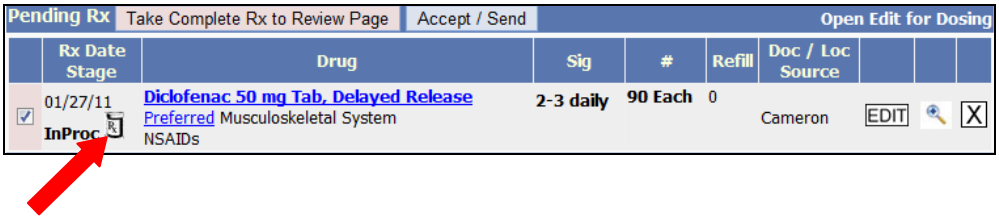
Autorouting selected drugs can be configured from the Pending Rx box.



The 'Auto-Route this Prescription' screen is displayed as shown below:


Auto-Route this Prescription
Requested Rx: Accept / Deny response required if checked.
Assign to Dr. James Cameron
Optional: Enter your internal tracking/transaction ID:
Pharmacy Processing
Optional: Enter Pharmacy Rx ID and/or Message to Pharmacist:
Automatically send new/approve/deny rx to the following pharmacy. An assigned rx will show
Bogus Pharmacy Phone: 111 Nowhere San Francisco Fax: 5555555555
Office Processing
Automatically email new/approve/deny rx to following. Separate with commas.
Leave Rx for Staff when accepted when denied. (Shows as NS on Status Page.)
Save all settings
Save all settings / Return
Select the required pharmacy to auto route the Rx
Tick the check box to configure the autorouting of the Rx
Save the changes

The drug will be displayed with the autorouting icon within the Pending Rx box.

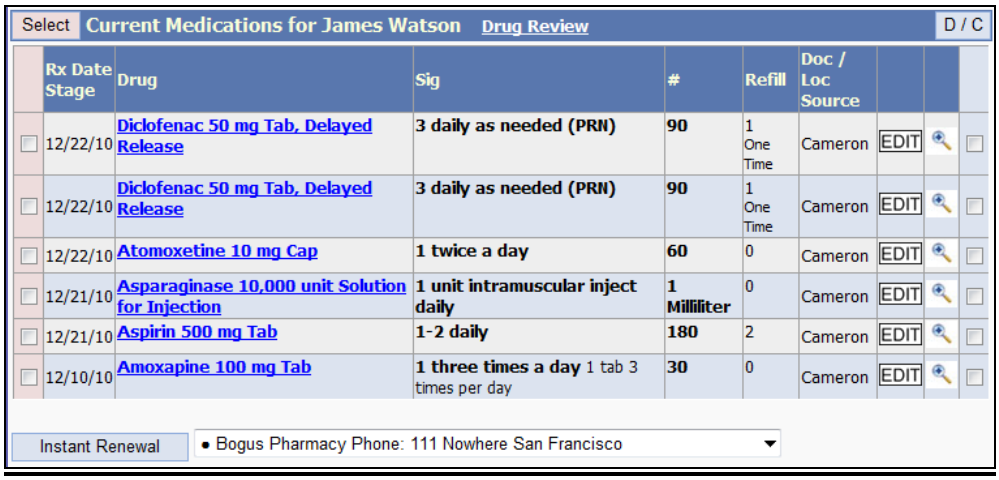


For information on Autorouting all prescriptions for the patient please refer to Section 11.1.3 Automated Prescription Routing.

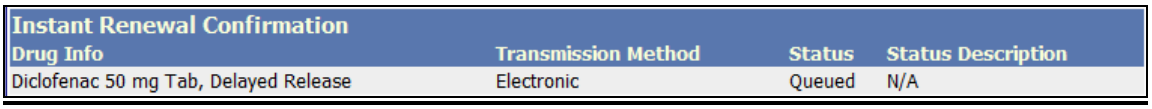
7.8 Instant Renewal

An Instant Renewal allows the user to simply select all the drugs you wish to renew and select the required pharmacy to transmit to.

- To perform an instant prescription renewal from the patient's list of Current Medications, check all the tick boxes of the required drugs and then select the Instant Renewal button.


Select
Current Medications for James Watson
Drug Review
D / C
Rx Date Stage
Drug
Sig
#
Refill
Doc / Loc Source
12/22/10 Diclofenac 50 mg Tab, Delayed Release 3 daily as needed (PRN) 90 1 One Time Cameron EDIT
12/22/10 Diclofenac 50 mg Tab, Delayed Release 3 daily as needed (PRN) 90 1 One Time Cameron EDIT
12/22/10 Atomoxetine 10 mg Cap 1 twice a day 60 0 Cameron EDIT
12/21/10 Asparaginase 10,000 unit Solution for Injection 1 unit intramuscular inject daily 1 Milliliter 0 Cameron EDIT
12/21/10 Aspirin 500 mg Tab 1-2 daily 180 2 Cameron EDIT
12/10/10 Amoxapine 100 mg Tab 1 three times a day 1 tab 3 times per day 30 0 Cameron EDIT
Instant Renewal
• Bogus Pharmacy Phone: 111 Nowhere San Francisco

- Select the required pharmacy from the drop down list.
- Select the Instant Renewal button to transmit the prescription.
- The prescription will appear at the top of the screen above the Pending prescriptions.



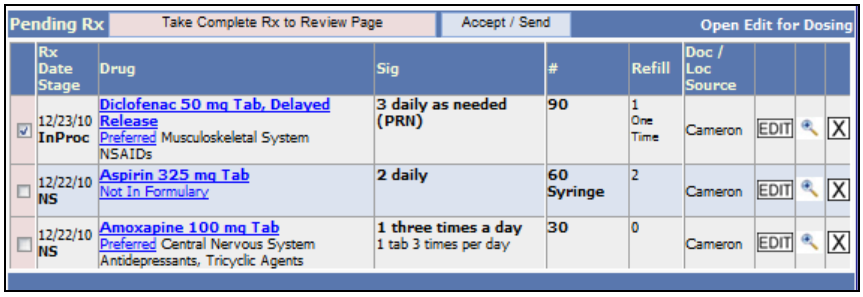
- You can view the status of the renewal by selecting the 'Rx Detail' icon within the Current Medications.

For further Information on 'Rx Detail' please refer to Section 7.12 Rx Details.

Note: If no pharmacy is selected or the prescription is incomplete it will be moved to the Pending Rx list.

7.9 Pending Rx on Compose Rx Screen

Pending prescriptions are listed at the top of the screen. These may be part of the current session or may have been entered by staff and left for a Provider to review. The drugs displayed in the Pending Rx screen have not been processed completely and will remain here until a Prescriber or Staff member has completed the prescription.



Note: The pending prescriptions are not yet a permanent part of the patient record; however, they are included in the drug interaction checking on the Review page.

The Rx Date Stage will indicate the pending prescription status as described below:

- InProc (In Process): newly selected or left unfinished drugs.
- DR (awaiting Doctor/Prescriber Review): prescription left by clinical staff for a doctor to review.
- NS (Needs Staffing Attention): prescription that has been approved by the doctor and left for staff processing.

Pending prescriptions can be edited by selecting the drug hyperlink or the Edit button within the grid.

If you wish to delete a pending prescription select the delete button to remove the drug.

7.10 Current Medications

The Current Medications list is displayed with the most recently added drug at the top. Current Medications can have multiple sources. These can be written by all doctors within your account and displayed with the location, medication entered by staff from the Med Entry page or additional prescription records that may have been loaded from outside sources such as RxHub.

Note: Any medications with a shaded/tinted background are from an external source.

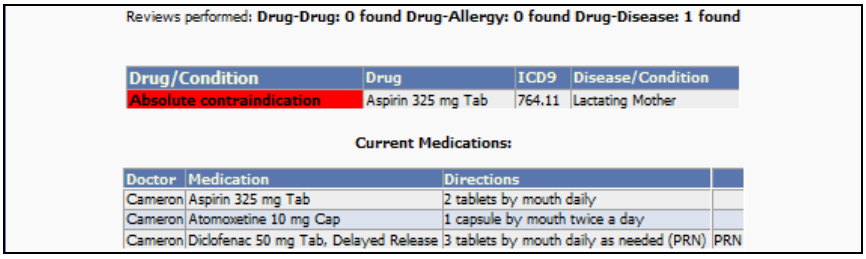
Discontinued drugs should be moved to the Previous Medication section by selecting the D/C drugs check box within the grid followed by clicking on the D/C button below.

7.11 Drug Review

Selecting the Drug Review hyperlink will allow the user to check any allergies/diseases and drug interactions for the patient.

- To perform a drug review select the Drug Review hyperlink located above the Current Medications grid.

- The Drug Review screen will be displayed as shown below.



Reviews performed: **Drug-Drug: 0 found Drug-Allergy: 0 found Drug-Disease: 1 found**

Drug/Condition	Drug	ICD9	Disease/Condition
Absolute contraindication	Aspirin 325 mg Tab	764.11	Lactating Mother

Current Medications:

Doctor	Medication	Directions	
Cameron	Aspirin 325 mg Tab	2 tablets by mouth daily	
Cameron	Atomoxetine 10 mg Cap	1 capsule by mouth twice a day	
Cameron	Diclofenac 50 mg Tab, Delayed Release	3 tablets by mouth daily as needed (PRN)	PRN

Important Information: Only current and pending medications are used for the drug review.

.

7.12 Rx Details

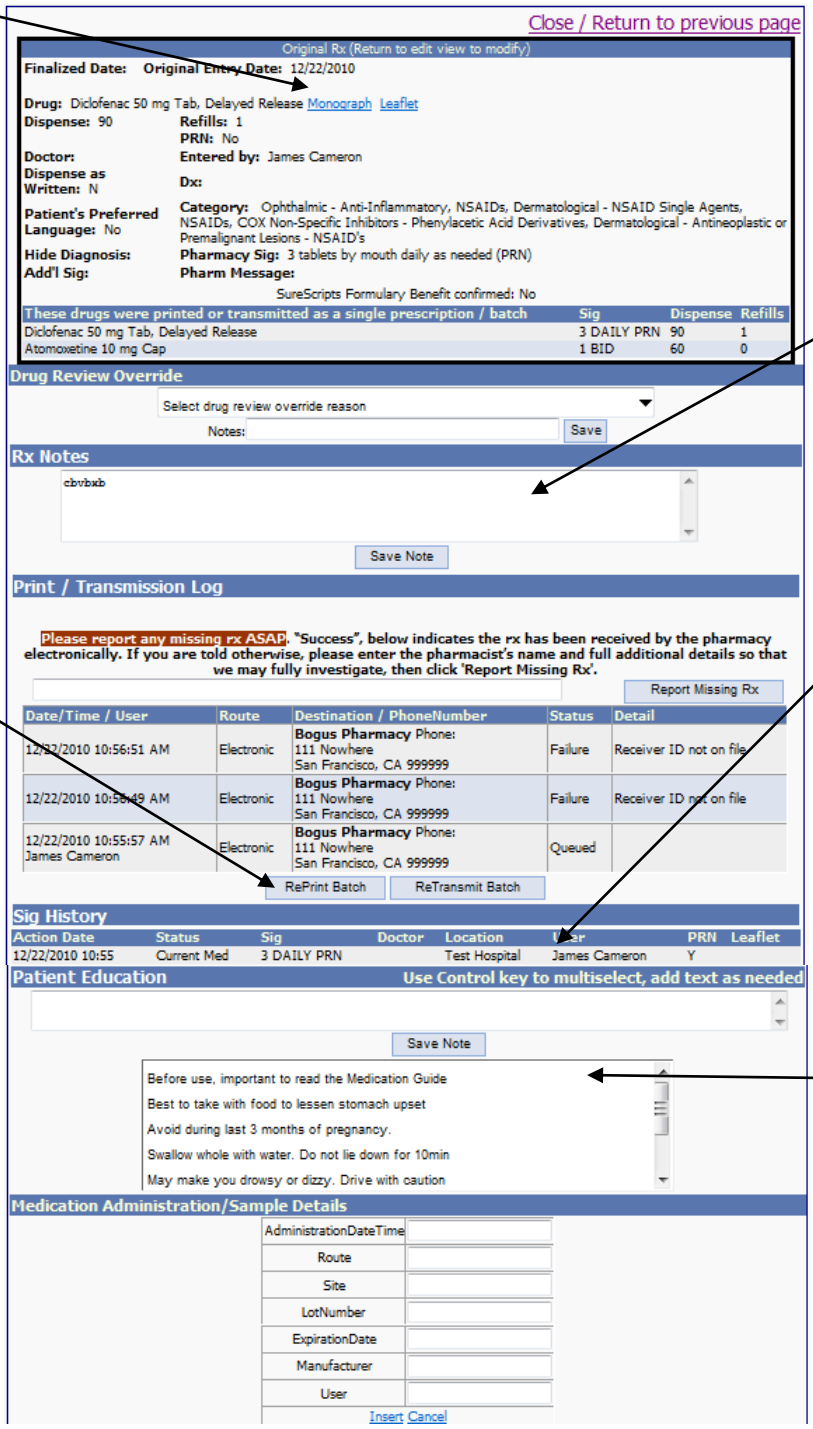
7.12.1 Current Medications

The Rx Detail button displays a summary of information, including any additional directions, leaflet printing, prescription batch and previous pharmacy transmission information.

If any prescriptions are lost or misdirected the RePrint or ReTransmit buttons can be used to provide a replacement and a record of the duplicated transaction is recorded.

The user can also enter free text and click on Save Note to save any changes. If a note has been recorded the Rx Detail button on the Current Medications screen is displayed with a green background.

Click here to view or print Monograph Information or Leaflets for the patient



Enter any additional notes here.

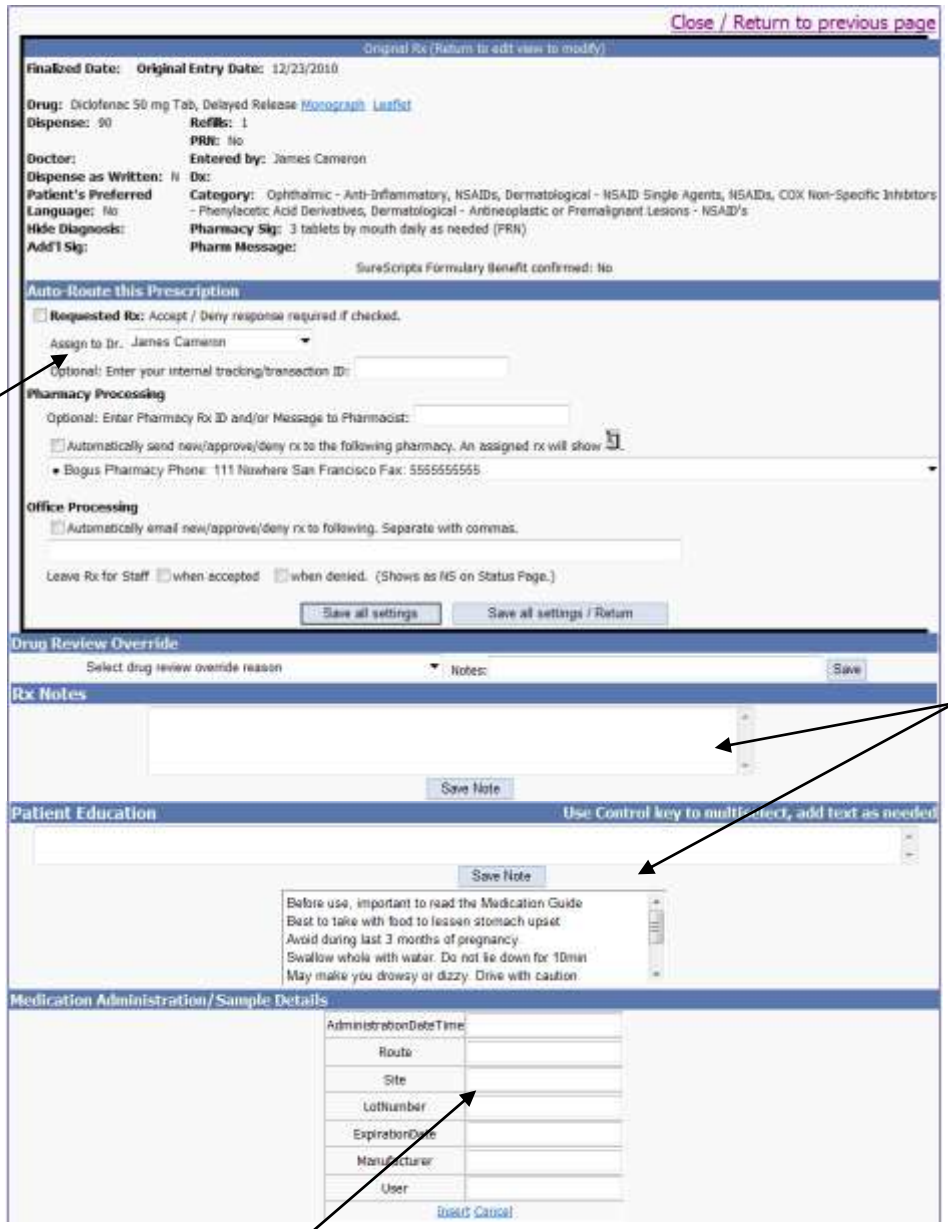
Click here to RePrint or ReTransmit the Rx.

The Drug History is displayed here.

Click here to add pre-existing notes for the patient's information. Click Save Note. This will be displayed on the face sheet of the Rx for the patient.

7.12.2 Pending Rx

The Rx Detail button within the Pending Rx panel allows the prescriber to set up auto routing for the selected prescription, enter additional prescription information as well as entering associated drug information.


Close / Return to previous page
Finalized Date: Original Entry Date: 12/23/2010
Drug: Diclofenac 50 mg Tab, Delayed Release Monograph Leaflet
Dispense: 90 Refills: 1
PRN: No
Doctor: Entered by: James Cameron
Dispense as Written: N Dx:
Patient's Preferred Language: No
Category: Ophthalmic - Anti-Inflammatory, NSAIDs, Dermatological - NSAID Single Agents, NSAIDs, COX Non-Specific Inhibitors - Phenylacetic Acid Derivatives, Dermatological - Antineoplastic or Premalignant Lesions - NSAID's
Hide Diagnosis:
Pharmacy Sig: 3 tablets by mouth daily as needed (PRN)
Add'l Sig:
Pharm Message:
SureScripts Formulary Benefit confirmed: No
Auto-Route this Prescription
Requested Rx: Accept / Deny response required if checked.
Assign to Dr. James Cameron
Optional: Enter your internal tracking/transaction ID:
Pharmacy Processing
Optional: Enter Pharmacy Rx ID and/or Message to Pharmacist:
Automatically send new/approve/deny rx to the following pharmacy. An assigned rx will show
Bogus Pharmacy Phone: 111 Nowhere San Francisco Fax: 5555555555
Office Processing
Automatically email new/approve/deny rx to following. Separate with commas.
Leave Rx for Staff when accepted when denied. (Shows as NS on Status Page.)
Save all settings
Save all settings / Return
Drug Review Override
Select drug review override reason
Notes:
Save
Rx Notes
Save Note
Patient Education
Use Control key to multi-select, add text as needed
Save Note
Before use, important to read the Medication Guide
Best to take with food to lessen stomach upset
Avoid during last 3 months of pregnancy
Swallow whole with water. Do not lie down for 10min
May make you drowsy or dizzy. Drive with caution
Medication Administration/Sample Details
AdministrationDateTime
Route
Site
LotNumber
ExpirationDate
Manufacturer
User
Insert Cancel

Configure Auto-Routing for the Rx.

Add any additional notes or Patient Education here.

Drug details can be entered here.

7.13 Editing a Prescription

The 'Edit' button is located within the Pending Rx and Current Medications. The button allows the user to alter the prescription as required.

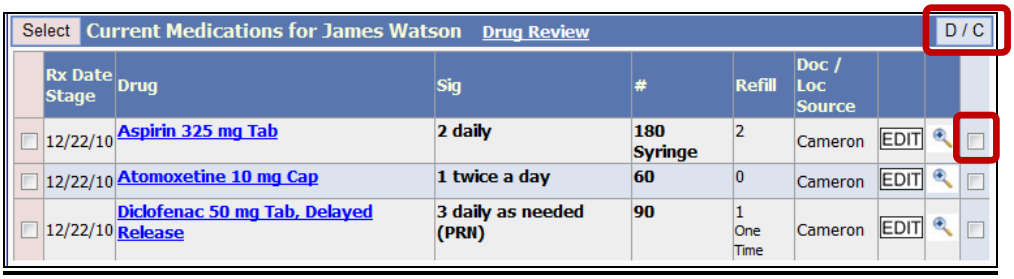
- Select the Edit button for the required drug and make the appropriate changes.
- Click Save Rx to save the modifications.

Note: Changes to drugs are recorded within the Rx Detail along with the authorizing doctor and user

7.14 Discontinuing a Drug

Drugs may be discontinued when a patient no longer requires the need for medication.

- To discontinue a drug select the tick box from the D/C column for the required prescription.



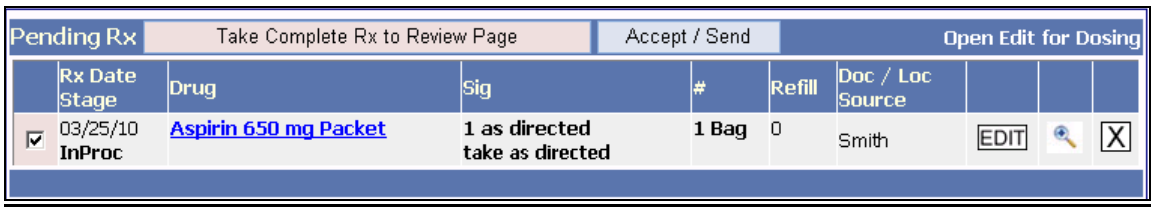
- Select the D/C button located at the top of the column.
- The drug will now be listed in the Discontinued/Previous prescriptions list.

7.14.1 Deleting a Drug

Drugs can only be **deleted** from the system at time of issuing otherwise they can only be discontinued.

You may wish to delete a drug from the Pending Rx grid if it is no longer required to be prescribed for the patient.

- Select the delete icon for the required drug in the Pending Rx grid and the drug will be removed.

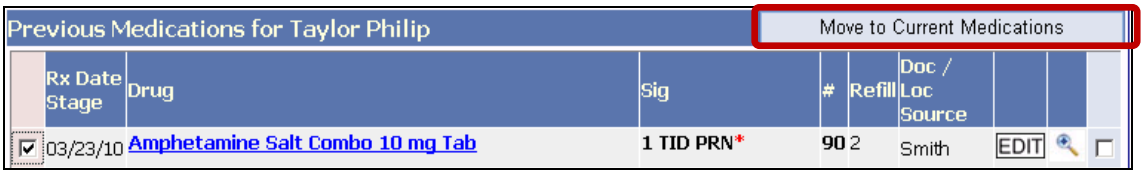


7.15 Filtering the Prescription View

To filter the list of drugs displayed there are four options located at the bottom of the Compose Rx screen as displayed below.

- Discontinued/Previous: Selecting this option will show all previously dispensed medications under the Current Medications list.

Note: If medication is restarted the drug can be moved back to the Current Medications section by checking the tick box of the required drug and selecting the Move to Current Medications button.



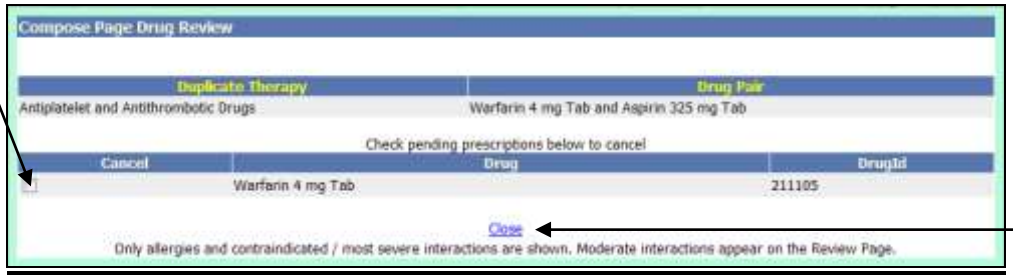
- Cancelled Mid-Process: selecting this option will show any medications that have been deleted with the 'X' icon prior to being added to Current Medications.
- Pharmacy Communication: selecting this option will display a list of Surescripts transactions.
- Denied: this option shows any medications which have been denied during the renewal process.

7.16 Prescribing Medication with Warnings

When prescribing medication for a patient the system will notify the prescriber of any Interactions and/or Contraindications and Duplicate Therapy warnings. The prescription is checked against Current and Pending medications as well as Allergies and Diagnosis.

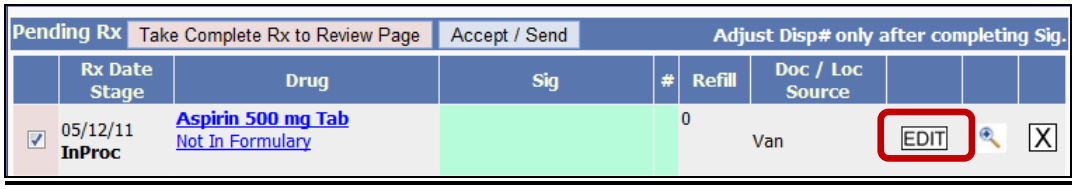
A warning message is displayed when selecting the drug from the Drug Search screen only when the Interactions/Contraindications are ***Severe*** or there are Duplicate Therapy warnings.

Select the 'Cancel' check box to cancel prescribing the drug, followed by selecting 'Close'


Compose Page Drug Review
Duplicate Therapy
Drug Pair
Antiplatelet and Antithrombotic Drugs
Warfarin 4 mg Tab and Aspirin 325 mg Tab
Check pending prescriptions below to cancel
Cancel
Drug
DrugId
Warfarin 4 mg Tab
211105
Close
Only allergies and contraindicated / most severe interactions are shown. Moderate interactions appear on the Review Page.

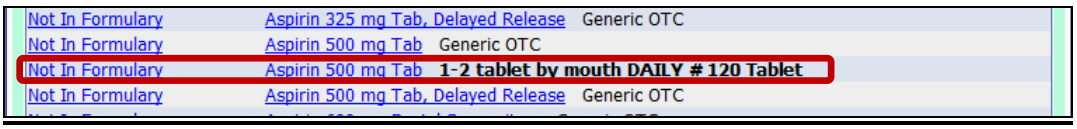
Selecting only the 'Close' link will allow you to continue prescribing the drug

- If you wish to continue prescribing the drug(s) regardless of the warnings select the 'Close' link and you will be directed to the Pending Rx screen. You can now select the 'Edit' button to enter the dose, formulation etc as required.



Note: It is recommended Prescriber's always add their frequently prescribed medications to their 'Doctors List'. This will prevent the need to select the 'Edit' button to complete the 'Sig' (dose, formalation etc) unless it is necessary for making a change.

Drugs which have been added to the 'Doctors List' will be displayed within the Drug Search Results with the completed Sig as shown below.


Not In Formulary Aspirin 325 mg Tab, Delayed Release Generic OTC
Not In Formulary Aspirin 500 mg Tab Generic OTC
Not In Formulary Aspirin 500 mg Tab 1-2 tablet by mouth DAILY # 120 Tablet
Not In Formulary Aspirin 500 mg Tab, Delayed Release Generic OTC

For more information on the Doctors List please refer to Section 7.20 Doctors List.

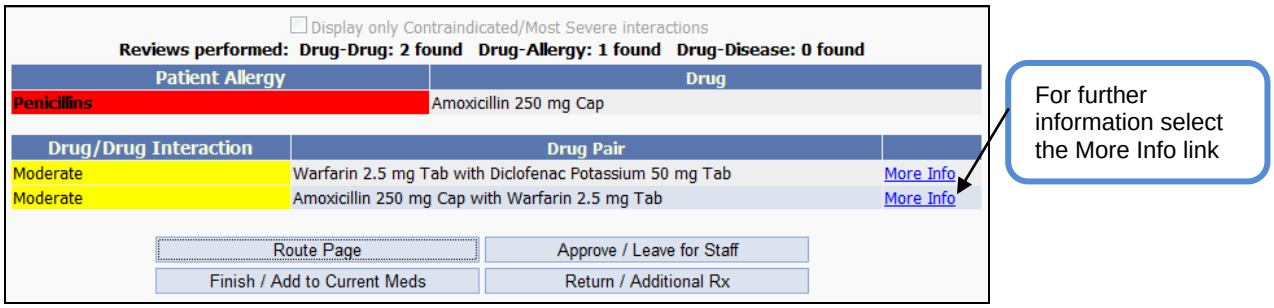
- If you wish to cancel prescribing the drug(s) select the 'Cancel' check box for the required drug(s) followed by the 'Close' link. The drug(s) will be deleted and will not be displayed within the Pending Rx.

Important Information: You may create your own interrelated drug list within the NewCrop Customer Maintenance Portal. These drugs will be displayed within the Compose Page Drug Review screen as detailed above.

7.16.1 Drug Review

The Drug Interaction panel displays any Drug Interactions/Conditions whilst prescribing medication to the patient.

The Drug Interaction screen appears following the selection of the 'Take Complete Rx to Review Page' button.

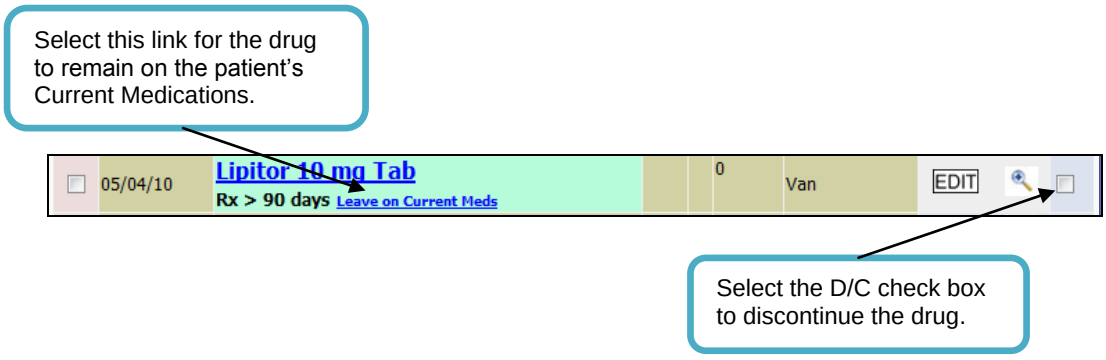

Display only Contraindicated/Most Severe interactions
Reviews performed: Drug-Drug: 2 found Drug-Allergy: 1 found Drug-Disease: 0 found
Patient Allergy
Drug
Penicillins
Amoxicillin 250 mg Cap
Drug/Drug Interaction
Drug Pair
Moderate
Warfarin 2.5 mg Tab with Diclofenac Potassium 50 mg Tab
More Info
Moderate
Amoxicillin 250 mg Cap with Warfarin 2.5 mg Tab
More Info
Route Page
Approve / Leave for Staff
Finish / Add to Current Meds
Return / Additional Rx
For further information select the More Info link

Each level of severity if denoted with a color.

- Red: Contraindicated (this indicates a predictably severe consequence of current use of two drugs).
- Yellow: Moderate (this indicates the need to assess the risk to the patient and adjust medications as needed).

7.17 Current Medications >90 Days

Drugs which are greater than 90 days old within the Current Medications will be displayed with a highlighted background as shown below.


Select this link for the drug to remain on the patient's Current Medications.
05/04/10
Lipitor 10 mg Tab
Rx > 90 days Leave on Current Meds
0
Van
EDIT
Select the D/C check box to discontinue the drug.

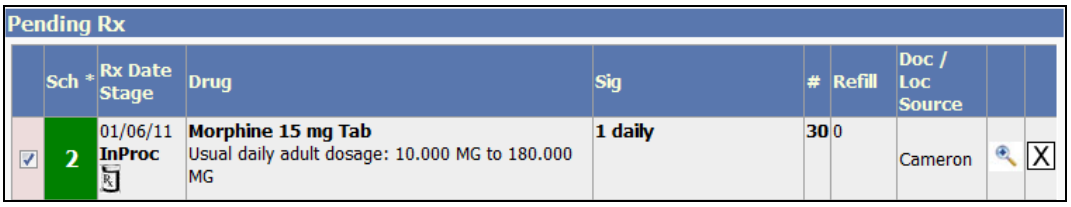
There are two options available in order to deal with these medications:

- Leave on Current Meds: Selecting this option will leave the drug within the Current Medications and the highlighting will be removed.
- Discontinue the Drug: Selecting this option will remove the drug from the Current Medications. The drug can be viewed using the Discontinued/Previous filter displayed below the Current Medications.

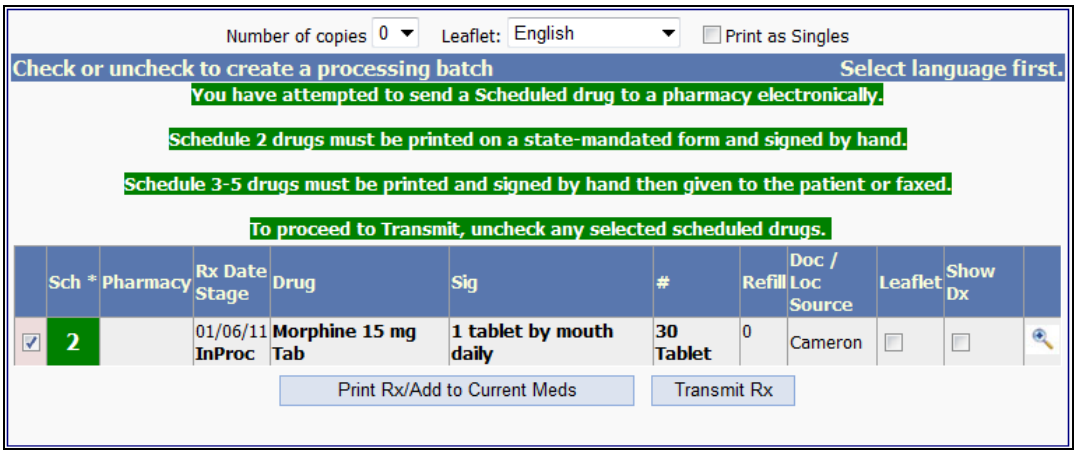
7.18 Scheduled Drugs

Scheduled drugs must be ***printed*** and signed by a Provider. The ePrescribing module will not allow the user to 'transmit' scheduled drugs electronically.

Scheduled drugs are denoted with a number displayed within the Sch* column of the Pending Rx grid.

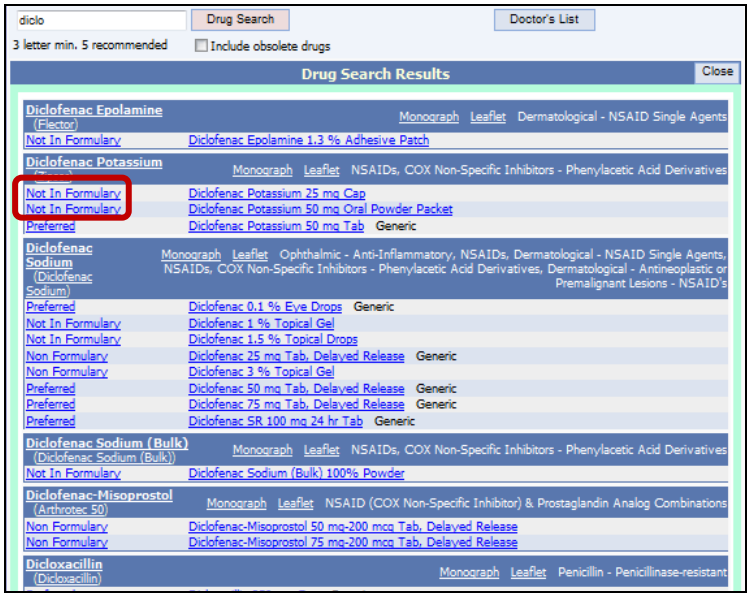


If a user tries to transmit a scheduled drug the following message will be displayed:

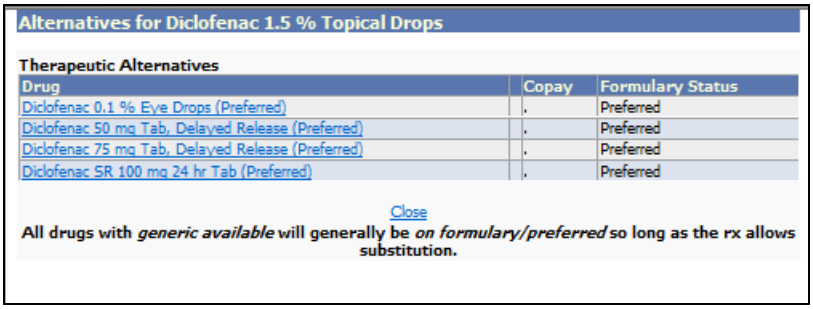


7.19 Therapeutic Alternatives

When a drug is not available on the patient's Healthplan the user can view a list of alternative medications.
The drug name will appear in the drug search results stating that the drug is not in formulary.


diclo
Drug Search
Doctor's List
3 letter min. 5 recommended
Include obsolete drugs
Drug Search Results
Close
Diclofenac Epolamine (Flector) Monograph Leaflet Dermatological - NSAID Single Agents
Not In Formulary Diclofenac Epolamine 1.3 % Adhesive Patch
Diclofenac Potassium Monograph Leaflet NSAIDs, COX Non-Specific Inhibitors - Phenylacetic Acid Derivatives
Not In Formulary Diclofenac Potassium 25 mg Cap
Not In Formulary Diclofenac Potassium 50 mg Oral Powder Packet
Preferred Diclofenac Potassium 50 mg Tab Generic
Diclofenac Sodium (Diclofenac Sodium) Monograph Leaflet Ophthalmic - Anti-Inflammatory, NSAIDs, Dermatological - NSAID Single Agents, NSAIDs, COX Non-Specific Inhibitors - Phenylacetic Acid Derivatives, Dermatological - Antineoplastic or Premalignant Lesions - NSAID's
Preferred Diclofenac 0.1 % Eye Drops Generic
Not In Formulary Diclofenac 1 % Topical Gel
Not In Formulary Diclofenac 1.5 % Topical Drops
Non Formulary Diclofenac 25 mg Tab, Delayed Release Generic
Non Formulary Diclofenac 3 % Topical Gel
Preferred Diclofenac 50 mg Tab, Delayed Release Generic
Preferred Diclofenac 75 mg Tab, Delayed Release Generic
Preferred Diclofenac SR 100 mg 24 hr Tab Generic
Diclofenac Sodium (Bulk) (Diclofenac Sodium (Bulk)) Monograph Leaflet NSAIDs, COX Non-Specific Inhibitors - Phenylacetic Acid Derivatives
Not In Formulary Diclofenac Sodium (Bulk) 100% Powder
Diclofenac-Misoprostol (Arthrotec 50) Monograph Leaflet NSAID (COX Non-Specific Inhibitor) & Prostaglandin Analog Combinations
Non Formulary Diclofenac-Misoprostol 50 mg-200 mcg Tab, Delayed Release
Non Formulary Diclofenac-Misoprostol 75 mg-200 mcg Tab, Delayed Release
Dicloxacillin (Dicloxacillin) Monograph Leaflet Penicillin - Penicillinase-resistant

- The user can then select the 'Not in Formulary' hyperlink and a list of alternative medications will be displayed.


Alternatives for Diclofenac 1.5 % Topical Drops
Therapeutic Alternatives
Drug
Copay
Formulary Status
Diclofenac 0.1 % Eye Drops (Preferred) . Preferred
Diclofenac 50 mg Tab, Delayed Release (Preferred) . Preferred
Diclofenac 75 mg Tab, Delayed Release (Preferred) . Preferred
Diclofenac SR 100 mg 24 hr Tab (Preferred) . Preferred
Close
All drugs with generic available will generally be on formulary/preferred so long as the rx allows substitution.

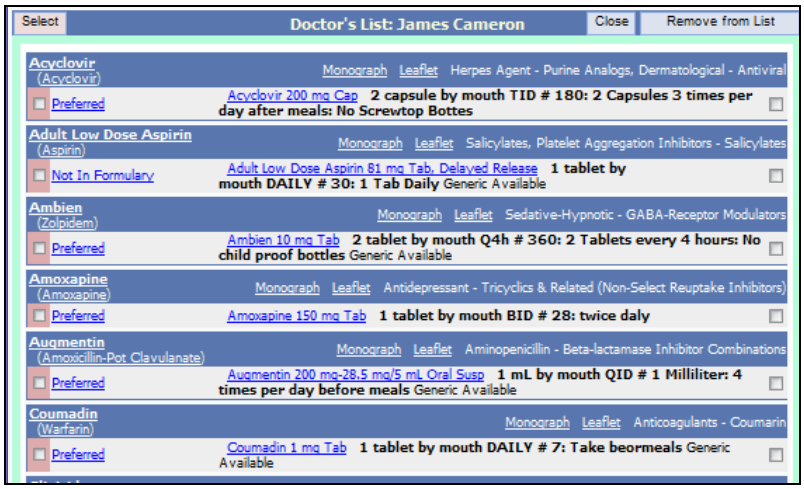
- The user can select the required drug from the list and continue prescribing the alternative medication for the patient.

7.20 Doctor's List

The Doctor's List can be used by the Provider to create a list of commonly issued drugs. These drugs are added to the Doctor's List when they are being prescribed by selecting the Save this sig and add to Doctor's List check box. The doctor's list is particularly useful if you wish to prescribe more than one drug at the one time.

- Select the Doctor's List button to search for the required drug.

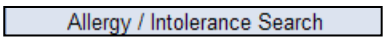
- Any drugs which have been added will appear in the list as shown below.


Select
Doctor's List: James Cameron
Close
Remove from List
Acyclovir (Acyclovir)
Monograph Leaflet Herpes Agent - Purine Analogs, Dermatological - Antiviral
Preferred
Acyclovir 200 mg Cap 2 capsule by mouth TID # 180: 2 Capsules 3 times per day after meals: No Screwtop Bottes
Adult Low Dose Aspirin (Aspirin)
Monograph Leaflet Salicylates, Platelet Aggregation Inhibitors - Salicylates
Not In Formulary
Adult Low Dose Aspirin 81 mg Tab, Delayed Release 1 tablet by mouth DAILY # 30: 1 Tab Daily Generic Available
Ambien (Zolpidem)
Monograph Leaflet Sedative-Hypnotic - GABA-Receptor Modulators
Preferred
Ambien 10 mg Tab 2 tablet by mouth Q4h # 360: 2 Tablets every 4 hours: No child proof bottles Generic Available
Amoxapine (Amoxapine)
Monograph Leaflet Antidepressant - Tricyclics & Related (Non-Select Reuptake Inhibitors)
Preferred
Amoxapine 150 mg Tab 1 tablet by mouth BID # 28: twice daly
Augmentin (Amoxicillin-Pot Clavulanate)
Monograph Leaflet Aminopenicillin - Beta-lactamase Inhibitor Combinations
Preferred
Augmentin 200 mg-28.5 mg/5 mL Oral Susp 1 mL by mouth QID # 1 Milliliter: 4 times per day before meals Generic Available
Coumadin (Warfarin)
Monograph Leaflet Anticoagulants - Coumarin
Preferred
Coumadin 1 mg Tab 1 tablet by mouth DAILY # 7: Take beormeals Generic Available

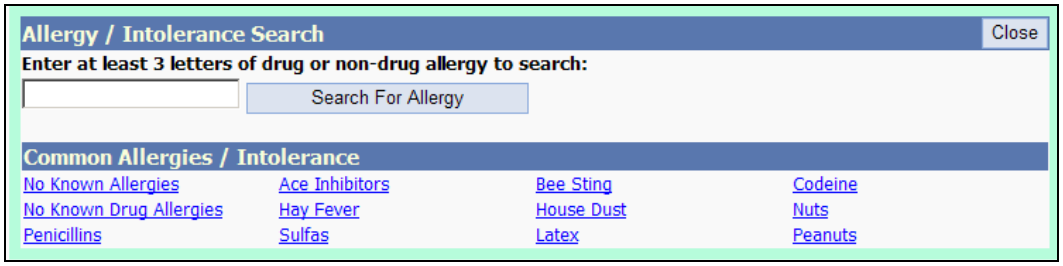
- Check the tick box(es) to the left followed by the Select button or the drug name hyperlink for the drug(s) you wish to prescribe.
- To remove a drug from the Doctor's List check the tick box to the right for the required drug followed by the Remove from List button.
- The drugs will now be added to the Pending Rx grid for further processing

8 Adding an Allergy/ADR

Allergies and Adverse Drug Reactions can be recorded from the Compose Rx screen. Allergies and ADRs are included in the Drug Interaction checking when prescribing medication.

- Select the Allergy/Intolerance Search button. 

The Allergy/Intolerance Search screen will appear as displayed below.

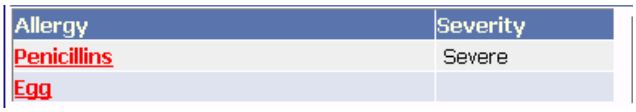


- Type at least 3 characters into the search field and select the Search For Allergy button.
  OR
- Select one of the hyperlinks available from the Common Allergies/Intolerance section.

- Select the severity of the Allergy/ADR from the drop down list (Severe, Moderate or Mild).
- Enter any notes if required.

- Select Save/Add Additional Allergy to save the record and record another allergy.
  OR
- Select Save Allergy to save the new record and return to the Compose Rx screen.

The new allergy will be added to the Allergy grid as displayed below.



Note: The user can select the magnifying glass icon located on the Allergies/Intolerance Search header to view the allergy maintenance log. The log displays the user name, the actions performed (add, view, etc.), the date the allergy was viewed/added/modified, the severity and any notes that were entered.

- To close the log select the Close button located at the top right.

9 Diagnoses

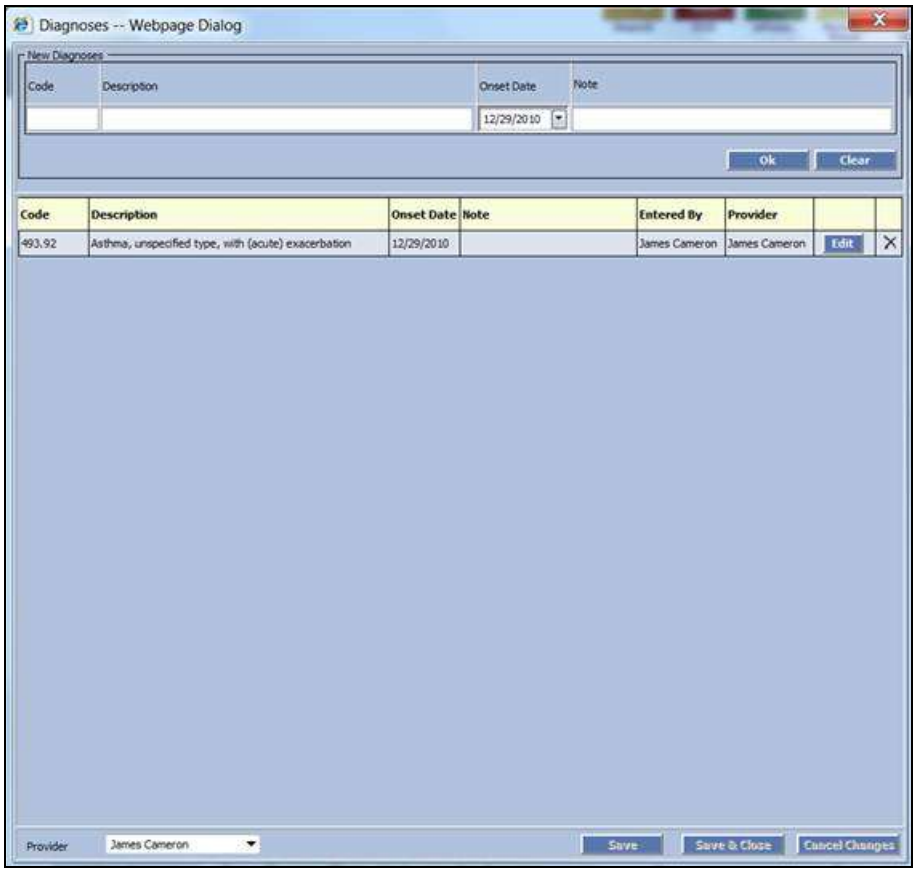
The Diagnoses screen displays all diagnoses for the patient available in the HIE hub. It also allows users to enter new diagnoses. When a diagnosis has been entered and saved it will appear in the CCD.

Note: *Diagnoses can be linked to a drug during the prescribing process. Please refer to Section 7.2 for further information.*

9.1.1 Viewing Diagnoses

- Select the Diagnoses button located at the top right corner of the ePrescribing navigation bar.

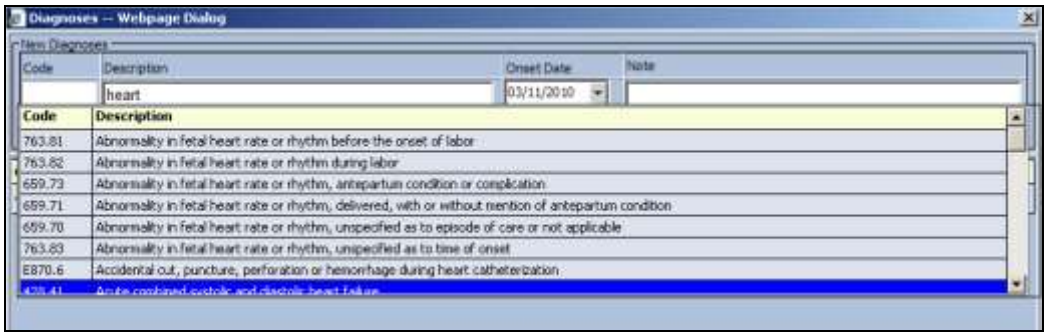
The Diagnoses screen will be displayed as shown below.



9.1.2 Entering a New Diagnosis

- Enter a Code or Description followed by selecting the return key on your keyboard.

Note: Selecting 'Clear' will remove any criteria entered in the fields.


Diagnoses -- Webpage Dialog
New Diagnoses
Code
Description
Onset Date
Note
heart
03/11/2010
Code
Description
763.81 Abnormality in fetal heart rate or rhythm before the onset of labor
763.82 Abnormality in fetal heart rate or rhythm during labor
659.73 Abnormality in fetal heart rate or rhythm, antepartum condition or complication
659.71 Abnormality in fetal heart rate or rhythm, delivered, with or without mention of antepartum condition
659.70 Abnormality in fetal heart rate or rhythm, unspecified as to episode of care or not applicable
763.83 Abnormality in fetal heart rate or rhythm, unspecified as to time of onset
E870.6 Accidental cut, puncture, perforation or hemorrhage during heart catheterization

- A list of values will appear allowing you to select the required diagnosis from the list.
- Change the Onset Date and add Notes if required.
- Click Ok.

The new Diagnosis will be added to the list.

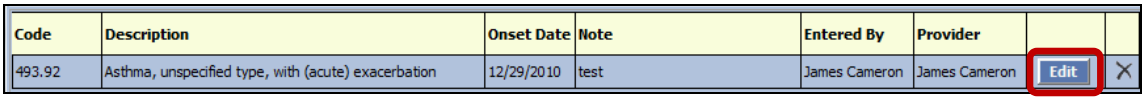
The User is now required to select one of three options available at the bottom of the screen.

- Save: selecting this option will save the new record and the user will remain in the Diagnoses screen, and continue to add any further diagnosis.
- Save & Close: selecting this option will save the new record and close the Diagnoses screen.
- Cancel Changes: selecting this option will cancel the new record.

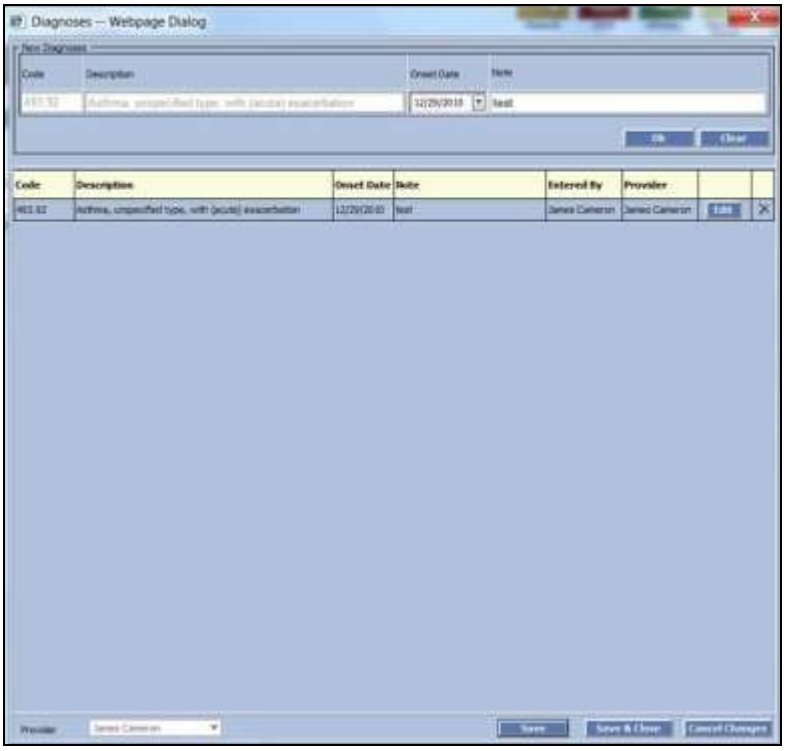
Note: The Provider drop down list will default to the logged in user.

9.1.3 Editing a Diagnosis

- Select the 'Edit' button from the row of the Diagnosis you wish to edit.



Note: Only Diagnosis created in ACE can be edited. Any created outside ACE can be viewed but cannot be modified.



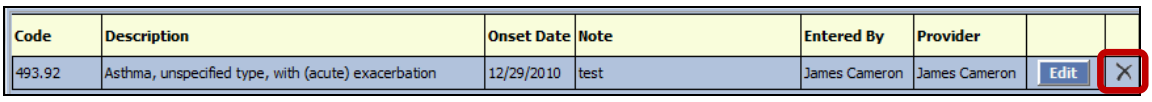
- Overwrite the Description or Code and select the return key on your keyboard.
  Please note the Description or Code can only be amended before selecting Save.
- A new list of values will appear allowing the user to select a new Diagnosis.

OR

- Edit the note and date as required.
  Please be aware the note and date are the only two fields which can be amended after the diagnosis has been saved.
- Click Ok.
- Select Save or Save & Close to save the changes.

9.1.4 Deleting a Diagnosis

- To delete a diagnosis select the 'X' available from the diagnosis row.



- The row will then be removed from the list.
- Select Save or Save & Close to save the changes.

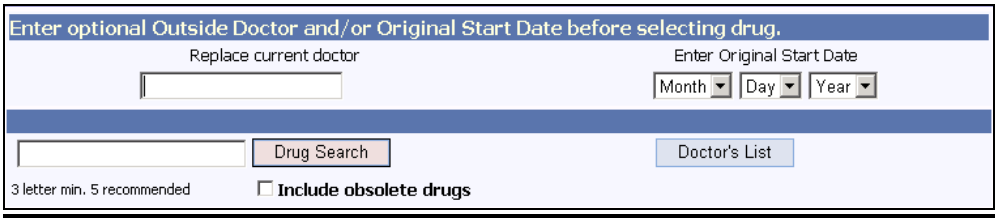
Note: Only Diagnosis created in ACE can be deleted. Any created outside ACE can be viewed but cannot be deleted.

10 Med Entry

The Med Entry tab can be used to enter the patient's OTC medication or those which have been prescribed out with the practice. These medications are added to the patient record and can be selected for modification and re-use on the Compose Rx screen.

10.1 Adding a New Medication

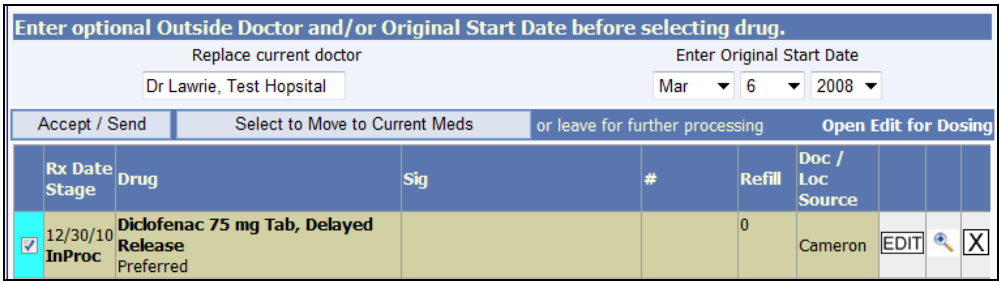
- Enter the Prescriber name and the original start date of the drug.



- Type the name of the first few characters of the drug name in the 'Drug Search' field.

- Select the 'Drug Search' button and a list of matching drugs will be displayed as shown below. *Follow the prescribing process as described in Section 7.1 Creating a New Prescription.*

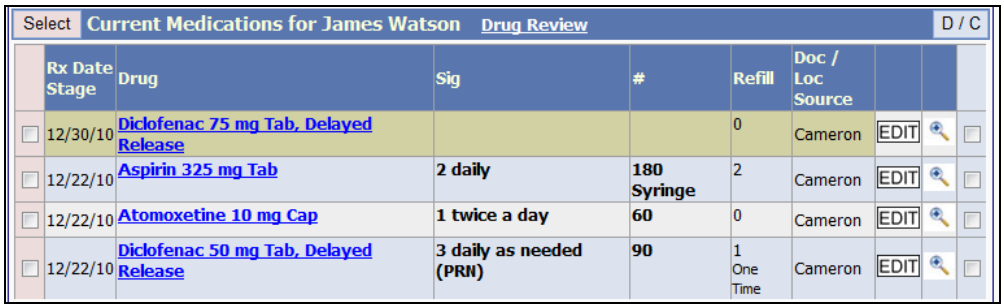
- The drug will appear now be added with a tinted background.



- Select the checkbox to the left of the drug and click 'Add to Current Medications'.

Important Information: Medications which are moved to Current Meds can be included in Drug Interaction checking for the patient.

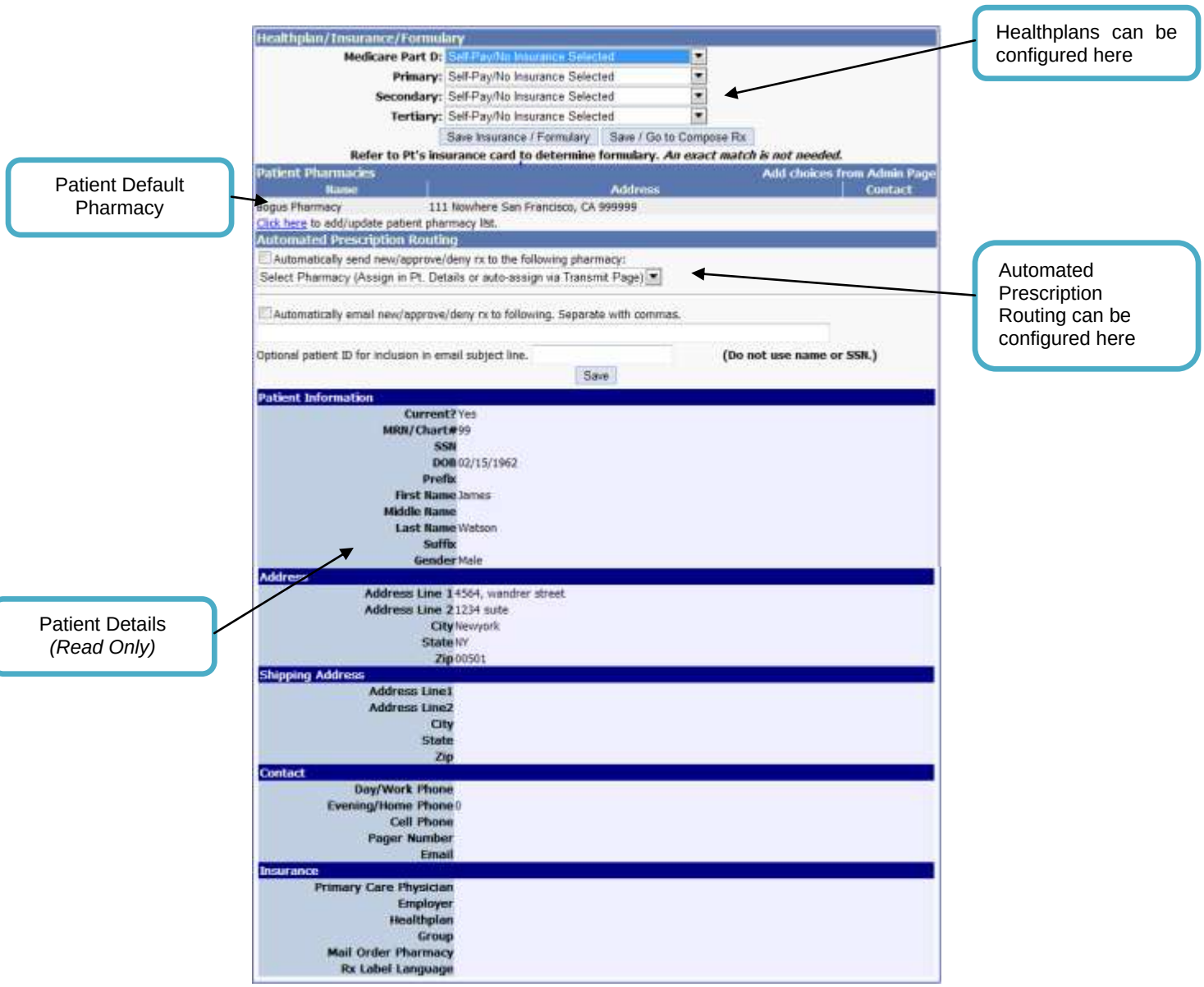
- The drug will now appear in the list of Current Medications on the Compose Rx screen with a tinted background denoting it is an external source.



Please Note: If you do not add the drug to the Current Meds, the drug will be visible in the Pending Rx grid on the Compose Rx screen for further processing.

11 Patient Prescription Details

The patient prescription details tab details information of the patient's Healthplan, Pharmacy as well as Demographic and Contact Details.



11.1.1 Healthplan/Insurance/Formulary

The user must enter the details of the patient's Healthplan/Insurance to activate Formulary checking. It is recommended that this be done by office/nursing staff prior to the doctor using the system.

- Select a health plan from the Medicare Part D drop down list if required.
- Select a health plan from the Primary/Secondary/Tertiary drop down lists if required.
- Select the 'Save Insurance/Formulary' button to save the changes or select the 'Save/Go to Compose Rx' to navigate to the required screen.

Please Note: Automatic Formulary checking is assigned for RxHub patients. Patients who do not have a Healthplan will be defaulted to Self Pay.

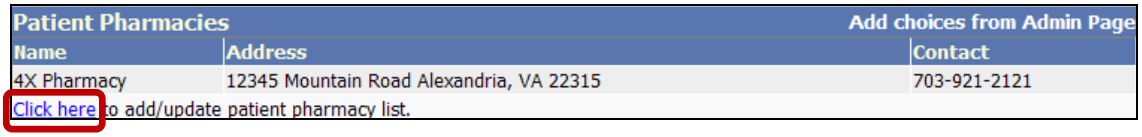
11.1.2 Patient Pharmacies

The user can view or enter details of the pharmacy where the patient collects their medication.

11.1.2.1 Entering a New Pharmacy

It is possible to change/add pharmacies as default pharmacies for the patient.

- Select the 'Click here' hyperlink as displayed below.



- A list of Pharmacies will be displayed.

- Select the tick box of the pharmacy you wish to add. Please note more than one pharmacy can be selected.
- Select the 'Save Changes' button to save or 'Cancel' to cancel any changes made.

11.1.3 Automated Prescription Routing

The user can set automated routing of patient prescriptions to a specific pharmacy and email a notification to the patient or any other authorized party that their prescription has been transmitted to their selected pharmacy as shown below.

Important Information: Automated Prescription Routing can be configured for drugs to automatically be sent to the Pharmacy when selecting the Accept/Send button on the Compose Rx Page.

Select the check box to configure automatic routing along with the designated Pharmacy who will receive the Rx

An email address can be entered here to receive notification of Prescriptions. Include a Subject header for the email.

Automated Prescription Routing
Automatically send new/approve/deny rx to the following pharmacy:
• Bogus Pharmacy Phone: 111 Nowhere San Francisco Fax: 5555555555
Automatically email new/approve/deny rx to following. Separate with commas.
Optional patient ID for inclusion in email subject line.
(Do not use name or SSN.)
Save

11.1.4 Patient Information

The last section details patient Demographics, Contact Details and Insurance Information as displayed below. This information in Read Only and cannot be edited.

11.2 Select Dr./Staff

The Select Dr/Staff tab within NewCrop should not be used as this functionality has been embedded within the Excelicare system.

12 Prescription Renewal/Pending

The Prescription Renewal/Pending tab is located on the Main toolbar of Excelicare ACE. Its purpose is to provide a list of patients who require renewal of their medication and display any pending prescriptions. The total number of renewal requests for the account including requests made through the Pharmacy for known and unknown patients are displayed on the Renew/Pend Icon along with the total number of Pending prescriptions.

12.1 Renewal Requests

When a patient requests a renewal of a prescription at the pharmacy, the pharmacy forwards a renewal request for authorization.

12.1.1 Known Patients

Known Patients are those who can be matched to existing patients in the system.

- On selecting the Renew/Pend icon from the Main Toolbar the Renewal Request screen will be displayed.

- On selecting the Known Patients tab a list of patients requiring medication renewals are displayed.
- Select the '+' icon to view the drug details.
- Select the drug hyperlink to open the Pharmacy Confirmation screen.

- Selecting Deny and Rewrite will deny the prescription and allow the provider to create an alternative.

- Selecting Deny will deny the prescription.
- The user can also enter a denial reason and add a message to the Pharmacist.

- To accept the prescription select the Accept Button and addition refills if appropriate.
- Select the Return to Correct Errors Button to amend any prescriptions if necessary.

12.1.2 Unknown Patients

Unknown Patients are those who cannot be matched to existing patients in the system.

- On selecting the Renew/Pend Icon from the Main Toolbar, the renewal request screen will be displayed to proceed with the renewal process.

- On selecting the Unknown Patient's tab a list of patients requiring medication renewals are displayed.
- Select the '+' icon to view the drug details.
- Select the Drug Hyperlink to open the Deny Screen.

Deny
Select denial reason or enter message for pharmacist
Message to pharmacist:
Doctor: DOC TEST
455 LARKSPUR DR S, Weymouth Springs, CA 90089
Telephone: 9951485438
Pharmacy 4 Rx
C St Eagle, VA 22602
Telephone: 3126781013
Tuv , Teri
DOB: 19800721 Gender: Male
address 1 Newyork, NY 00501
Drug: Warfarin 1 mg Tab
NDC: 60429078401
Form: Not specified
Strength: Unit: Not specified
Reference: Not specified
Quantity: 20 Tablet
No Product Selection Indicated
Number of refills: 1
Last Demand (Fill): 2/4/2011 8:22:41 PM (Date)
SIG: Take 1 in the night
Directions: No child proof caps please

- Select a Denial reason from the dropdown list available along with a message to the Pharmacist.
- Select the Deny Button.

12.2 Pending Medications

The Pending tab displays a list of patients whose prescriptions are currently in the ‘Pending’ status for the logged in user.

- Select the ‘+’ icon to expand each patient name.
- A list of the pending meds will be displayed.

- Select the drug hyperlink from the Drug info column.
- The patient’s Pending Meds will now be displayed on the Compose Rx screen.

- If the prescription requires to be modified select the Edit button and complete the prescription as required.
- Select ‘Take Complete Rx to Review Page’ or Accept/Send and complete the process.
- The patient will be removed from the Pending list on the Prescription Renewal screen.

13 Prescription Status

The Prescription Status icon is located on the Main Toolbar of Excelicare ACE. The Prescription Status displays lists of all prescriptions which require further processing for the Account.

Note: The Status Bar is located directly above the Navigation bar in the center of the screen. It indicates the number of Assigned Rx/Messages for the account requiring review. The numeral indicates the quantity of pharmacy requests, faxes requiring attention and prescriptions pending review. Selecting this link will navigate the user to the Prescription Status screen.

There are various grids displayed within the Status screen which are detailed below.

13.1 Provider Review List

This list displays any prescriptions which are pending for the logged in Provider.

- Selecting the patient name hyperlink will direct the user to the Compose Rx screen where the prescription can be completed and either routed or printed.

Note: The patient must be selected as the current patient from the 'Patient Search' before the patient's name will appear as a hyperlink in the Provider's Review List.

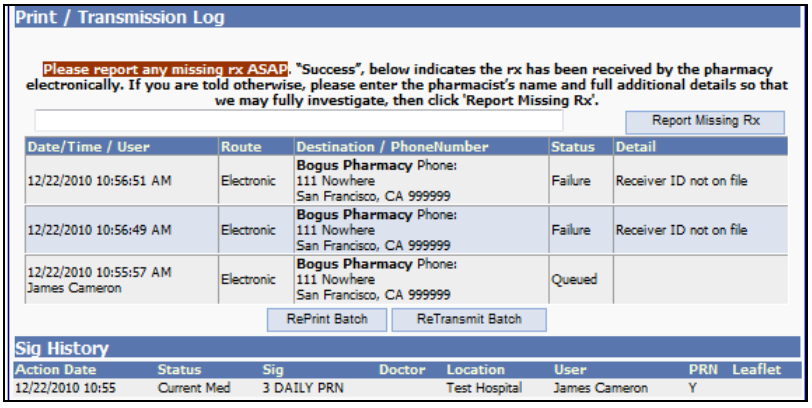
13.2 Failed Electronic New Prescription: Needs Reprocessing

This section lists any failed electronic prescriptions which were not successfully transmitted.

These can be reprocessed by following the required steps detailed below:

- Select the patient name hyperlink from the list.

- The Review screen will be displayed. Navigate to the Print/Transmission Log.



- Select the ReTransmit Batch button and the Transmit Rx screen will be displayed. The Failed prescriptions can now be reprocessed to the Pharmacy.

Note: To report the prescription missing enter the required details into the text box and select the Report Missing Rx button.

13.2.1 Electronic Prescribing Rx Status

Prescriptions sent electronically to the pharmacy will be assigned a corresponding status. These are detailed below:

- Verified: This means the prescription was routed successfully via Surescripts.
- Queued: This means the prescription is in a queue to be faxed (electronically) to the pharmacy.
- Success: This means the prescription was successfully faxed (electronically) to the pharmacy.
- Failure: This means the prescription was not successfully faxed (electronically) to the pharmacy (not sent to the pharmacy via Surescripts or fax).

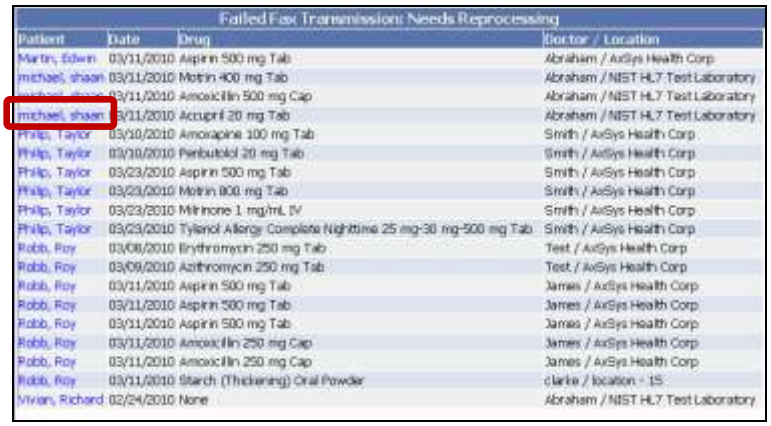
13.3 Failed Fax Transmission/Needs Reprocessing

This section lists prescriptions which were not successfully transmitted. The fax will be sent 7 times before the prescription is added to the Failed Fax list.

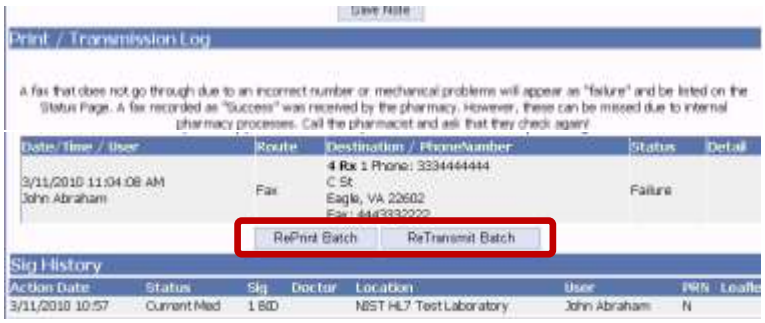
A fax may fail on three reasons:

- Fax number is not 10 digits
- Invalid fax number
- Fax number is constantly busy

Select the patient name hyperlink from the list.


Failed Fax Transmission: Needs Reprocessing
Patient Date Drug Doctor / Location
Martin, Edwin 03/11/2010 Aspirin 500 mg Tab Abraham / AxSys Health Corp
michael, shaan 03/11/2010 Motrin 400 mg Tab Abraham / NIST HL7 Test Laboratory
03/11/2010 Amoxicillin 500 mg Cap Abraham / NIST HL7 Test Laboratory
michael, shaan 03/11/2010 Accupril 20 mg Tab Abraham / NIST HL7 Test Laboratory
Philip, Taylor 03/10/2010 Amoxapine 100 mg Tab Smith / AxSys Health Corp
Philip, Taylor 03/10/2010 Pentobarbital 20 mg Tab Smith / AxSys Health Corp
Philip, Taylor 03/23/2010 Aspirin 500 mg Tab Smith / AxSys Health Corp
Philip, Taylor 03/23/2010 Motrin 800 mg Tab Smith / AxSys Health Corp
Philip, Taylor 03/23/2010 Milrinone 1 mg/mL IV Smith / AxSys Health Corp
Philip, Taylor 03/23/2010 Tylenol Allergy Complete Nighttime 25 mg-30 mg-500 mg Tab Smith / AxSys Health Corp
Robb, Roy 03/08/2010 Erythromycin 250 mg Tab Test / AxSys Health Corp
Robb, Roy 03/09/2010 Azithromycin 250 mg Tab Test / AxSys Health Corp
Robb, Roy 03/11/2010 Aspirin 500 mg Tab James / AxSys Health Corp
Robb, Roy 03/11/2010 Aspirin 500 mg Tab James / AxSys Health Corp
Robb, Roy 03/11/2010 Aspirin 500 mg Tab James / AxSys Health Corp
Robb, Roy 03/11/2010 Amoxicillin 250 mg Cap James / AxSys Health Corp
Robb, Roy 03/11/2010 Amoxicillin 250 mg Cap James / AxSys Health Corp
Robb, Roy 03/11/2010 Starch (Thickening) Oral Powder clarke / location - 1S
Vivian, Richard 02/24/2010 None Abraham / NIST HL7 Test Laboratory

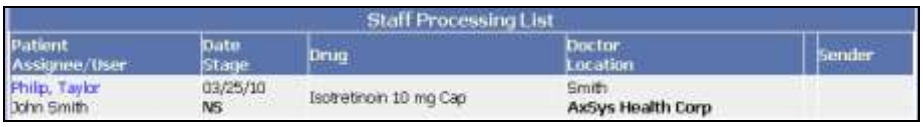
- The Review screen will be displayed. Navigate to the Print/Transmission Log.


Print / Transmission Log
A fax that does not go through due to an incorrect number or mechanical problems will appear as "failure" and be listed on the Status Page. A fax recorded as "Success" was received by the pharmacy. However, these can be missed due to internal pharmacy processes. Call the pharmacist and ask that they check again!
Date/Time / User
Route
Destination / PhoneNumber
Status
Detail
3/11/2010 11:04:08 AM John Abraham
Fax
4 Rx 1 Phone: 3334444444 C St Eagle, VA 22602
Failure
RePrint Batch
ReTransmit Batch
Sig History
Action Date
Status
Sig
Doctor
Location
User
PRN
3/11/2010 10:57
Current Med
1 BID
NIST HL7 Test Laboratory
John Abraham
N

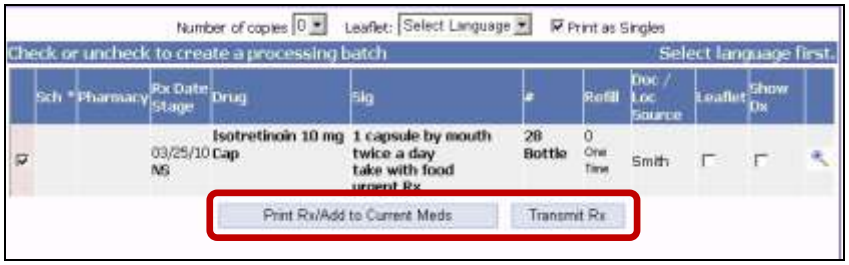
- Select the ReTransmit Batch button and the Transmit Rx screen will be displayed. The Failed prescriptions can now be faxed to the Pharmacy.

13.4 Staff Processing List

This list indicates prescriptions which are pending further review.



- Selecting the patient will navigate the user to the Route Rx screen for printing or transmission to a pharmacy.



13.5 All Doctor Review List

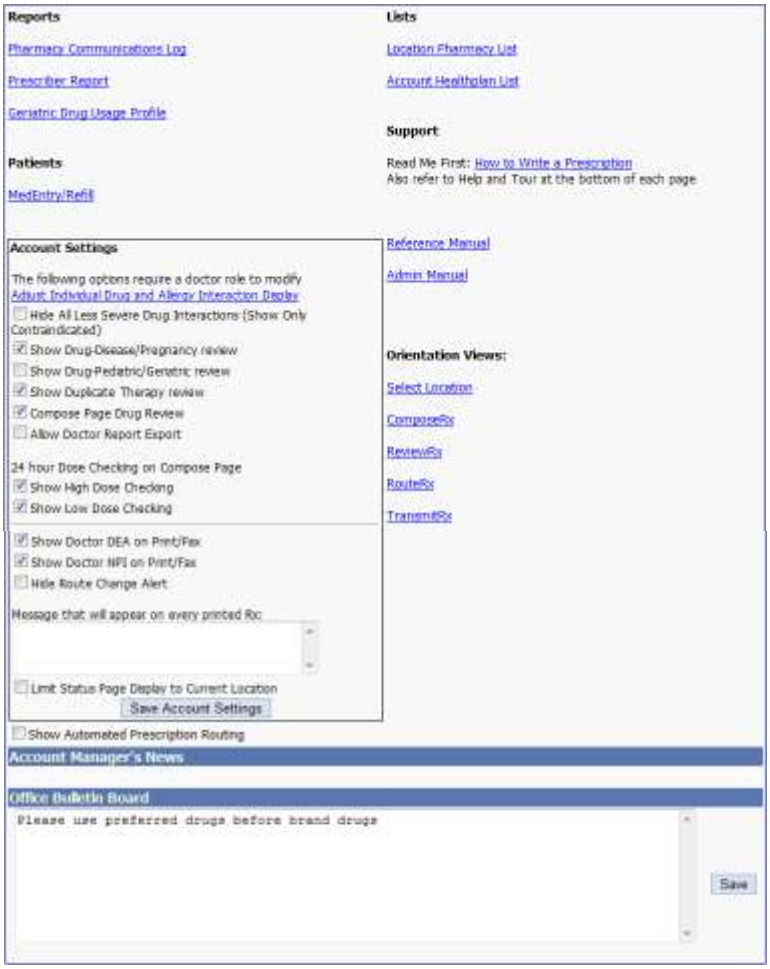
This list displays prescriptions that have been set aside by the Mid-Level, Staff or other Doctor/Prescribers for this Doctor/Prescribers review as well as incomplete prescriptions.

- Selecting the patient will navigate the user to the Route Rx screen for printing or transmission to a pharmacy. (The patient must be selected within the Patient Search screen before you can select the name from the list).

Note: Prescriptions left incomplete after review by the Doctor/Prescriber will be returned to the Provider's pending list and designated InProc.

14 Admin

The Admin tab lists a variety of supportive and configuration functions. You can use the functionality to print reports, build Healthplan/Pharmacy lists and review any supporting materials. There are also a variety of Account Settings which can be configured.

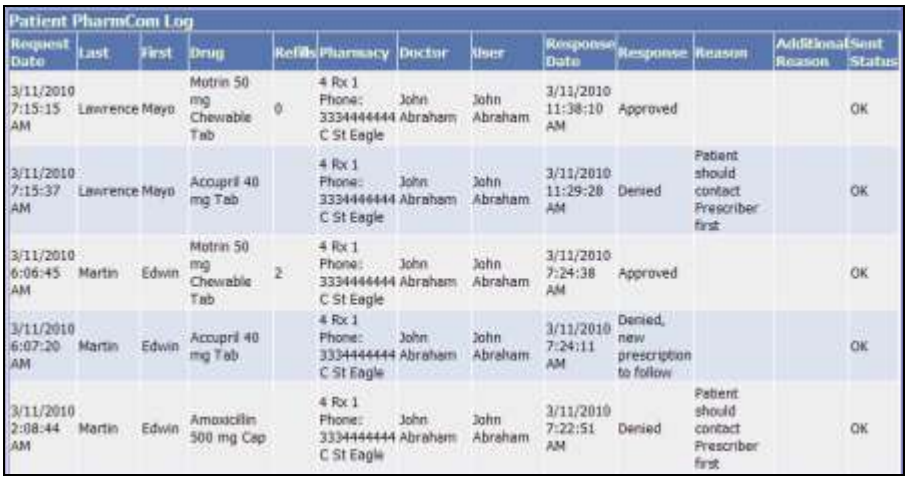


14.1 Reports

Three fixed reports are available to the user from here:

Pharmacy Communications Log: this report displays a record of all electronic communications with pharmacies via the Surescripts network.

The log provides the user with a way to view a record of all Renewal Requests that have been received from pharmacies electronically. If a prescription is denied, a record of the transaction will appear here.

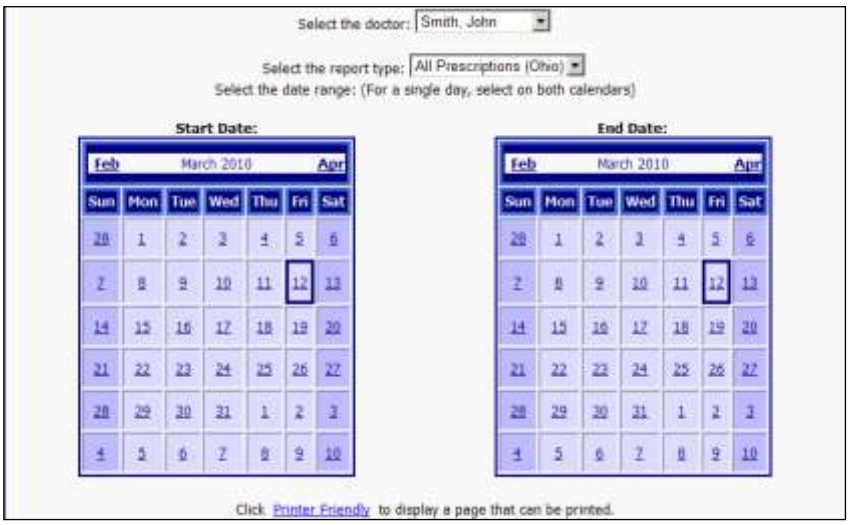


Patient PharmCom Log

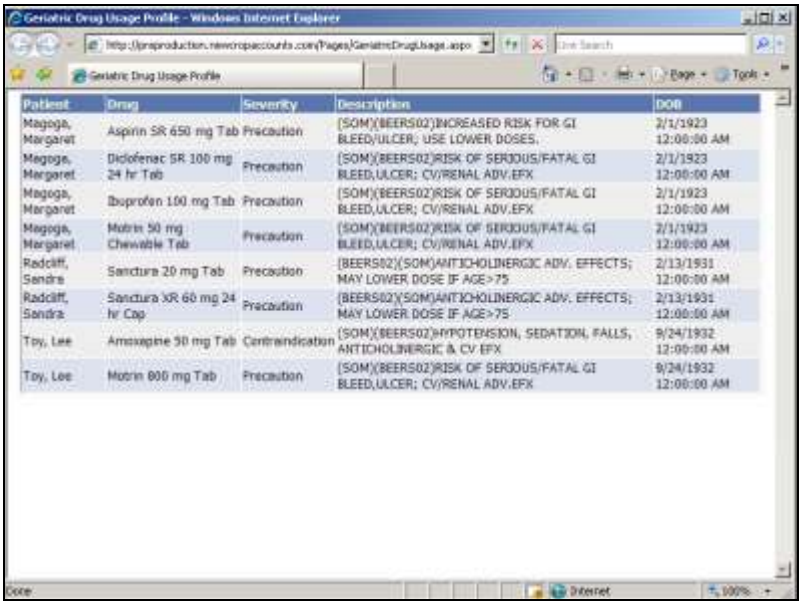
Request Date	Last	First	Drug	Refills	Pharmacy	Doctor	User	Response Date	Response	Reason	Additional Reason	Sent Status
3/11/2010 7:15:15 AM	Lawrence	Mayo	Motrin 50 mg Chewable Tab	0	4 Rx 1 Phone: 3334444444 C St Eagle	John Abraham	John Abraham	3/11/2010 11:38:10 AM	Approved			OK
3/11/2010 7:15:37 AM	Lawrence	Mayo	Accupril 40 mg Tab		4 Rx 1 Phone: 3334444444 C St Eagle	John Abraham	John Abraham	3/11/2010 11:29:28 AM	Denied	Patient should contact Prescriber first		OK
3/11/2010 6:06:45 AM	Martin	Edwin	Motrin 50 mg Chewable Tab	2	4 Rx 1 Phone: 3334444444 C St Eagle	John Abraham	John Abraham	3/11/2010 7:24:38 AM	Approved			OK
3/11/2010 6:07:20 AM	Martin	Edwin	Accupril 40 mg Tab		4 Rx 1 Phone: 3334444444 C St Eagle	John Abraham	John Abraham	3/11/2010 7:24:11 AM	Denied, new prescription to follow			OK
3/11/2010 2:08:44 AM	Martin	Edwin	Amoxicillin 500 mg Cap		4 Rx 1 Phone: 3334444444 C St Eagle	John Abraham	John Abraham	3/11/2010 7:22:51 AM	Denied	Patient should contact Prescriber first		OK

Prescriber Report: this report provides a printable log of all prescriptions authorized by a doctor.

- Select the required Doctor from the drop down list.
- Select a date range for the report by clicking on the calendar days.
- Click the Printer Friendly link and use the browser buttons to print off the report.


Select the doctor: Smith, John
Select the report type: All Prescriptions (Ohio)
Select the date range: (For a single day, select on both calenders)
Start Date:
End Date:
Feb March 2010 Apr
Sun Mon Tue Wed Thu Fri Sat
Click Printer Friendly to display a page that can be printed.

Geriatric Drug Usage Profile: this report displays the medication usage of elderly patients.



Patient	Drug	Severity	Description	DOB
Magoga, Margaret	Aspirin SR 650 mg Tab	Precaution	(SOM)(BEERS02)INCREASED RISK FOR GI BLEED/ULCER; USE LOWER DOSES.	2/1/1923 12:00:00 AM
Magoga, Margaret	Diclofenac SR 100 mg 24 hr Tab	Precaution	(SOM)(BEERS02)RISK OF SERIOUS/FATAL GI BLEED,ULCER; CV/RENAL ADV.EFX	2/1/1923 12:00:00 AM
Magoga, Margaret	Ibuprofen 100 mg Tab	Precaution	(SOM)(BEERS02)RISK OF SERIOUS/FATAL GI BLEED,ULCER; CV/RENAL ADV.EFX	2/1/1923 12:00:00 AM
Magoga, Margaret	Motrin 50 mg Chewable Tab	Precaution	(SOM)(BEERS02)RISK OF SERIOUS/FATAL GI BLEED,ULCER; CV/RENAL ADV.EFX	2/1/1923 12:00:00 AM
Radcliff, Sandra	Sanctura 20 mg Tab	Precaution	(BEERS02)(SOM)ANTICHOLINERGIC ADV. EFFECTS; MAY LOWER DOSE IF AGE>75	2/13/1931 12:00:00 AM
Radcliff, Sandra	Sanctura XR 60 mg 24 hr Cap	Precaution	(BEERS02)(SOM)ANTICHOLINERGIC ADV. EFFECTS; MAY LOWER DOSE IF AGE>75	2/13/1931 12:00:00 AM
Toy, Lee	Amoxapine 50 mg Tab	Contraindication	(SOM)(BEERS02)HYPOTENSION, SEDATION, FALLS, ANTICHOLINERGIC & CV EFX	9/24/1932 12:00:00 AM
Toy, Lee	Motrin 800 mg Tab	Precaution	(SOM)(BEERS02)RISK OF SERIOUS/FATAL GI BLEED,ULCER; CV/RENAL ADV.EFX	9/24/1932 12:00:00 AM

This Report is a CCHIT requirement

14.1.1 Patients

Selecting the Med Entry/Refill hyperlink will take the user to the ‘Med Entry’ screen.

14.1.2 Account Settings

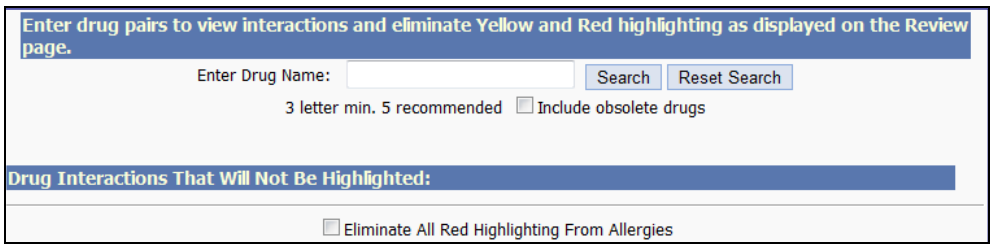
The Account settings allow Doctors to configure options within the ePrescribing module to best suit their requirements.

Account Settings can only be modified by Doctor’s unless specified.

Account Settings
The following options require a doctor role to modify
Adjust Individual Drug and Allergy Interaction Display
Hide All Less Severe Drug Interactions (Show Only Contraindicated)
Show Drug-Disease/Pregnancy review
Show Drug-Pediatric/Geriatric review
Show Duplicate Therapy review
Compose Page Drug Review
Allow Doctor Report Export
24 hour Dose Checking on Compose Page
Show High Dose Checking
Show Low Dose Checking
The following options do not require a doctor role to modify
Show Doctor DEA on Print/Fax
Show Doctor NPI on Print/Fax
Hide Route Change Alert
Message that will appear on every printed Rx:
Limit Status Page Display to Current Location
Save Account Settings

14.1.2.1 Adjust Individual Drug and Allergy Interaction Display

This screen allows Doctors to add interactions that they do not want displayed while prescribing. If doctors always prescribe Comindin and Crestor this will give you a moderate interaction. If the provider does not want this highlighted every time he prescribes these medications it can be configured here.


Enter drug pairs to view interactions and eliminate Yellow and Red highlighting as displayed on the Review page.
Enter Drug Name:
Search
Reset Search
3 letter min. 5 recommended
Include obsolete drugs
Drug Interactions That Will Not Be Highlighted:
Eliminate All Red Highlighting From Allergies

Important Information: For safety reasons we do not recommend using this feature!

14.1.2.2 Interaction/Drug Review Configuration

- Selecting the 'Hide All Less Severe Drug Interactions (Show only Contraindicated)' check box will only show contraindications and severe warnings while prescribing medication to the patient.
- Select the 'Show Drug-Disease/Pregnancy review' check box to display checks carried out between diseases/pregnancy with the medication being prescribed.
- Select the 'Show Drug-Pediatric/Geriatric review' check box to perform checks on medications being prescribed to children and the elderly.
- Select the 'Show Duplicate Therapy review' check box to display information on duplicate medications being prescribed.
- Select the 'Compose Page Drug Review' to display drug review information whilst prescribing from the Compose Rx screen. A pop up message will be displayed alerting you of any severe allergies/contraindications.
- Select the 'Allow Doctor Report Export' to allow the Prescriber Report to be exported to an excel spread sheet.

14.1.2.3 Report Export

Select the 'Allow Doctor Report Export' check box to enable Doctors to export the Prescriber Report to an excel spreadsheet.

14.1.2.4 24 Hour Dose Checking

24 Hour Dose Checking on Compose Page:

- Select the 'Show High Dose Checking' check box to display an alert on high dosing recommendations while prescribing.
- Select the 'Show Low Dose Checking' check box to display an alert on low dosing recommendations while prescribing.

14.1.2.5 Show Doctors DEA/NPI

- Select the 'Show Doctor DEA on Print/Fax' check box in order to display these details on the prescription.
- Select the 'Show Doctor NPI on Print/Fax check box in order to display these details on the prescription.

Note: This information can be modified without having a Doctors Role.

14.1.2.6 Hide Route Change Alert

Select this option to display an alert to the prescriber if the Route of the medication has been changed within the prescription (for example the route may be changed from 'by mouth' to 'inject').

14.1.2.7 Rx Messages

The user can enter a message in the free text box which will appear on every prescription when printed.

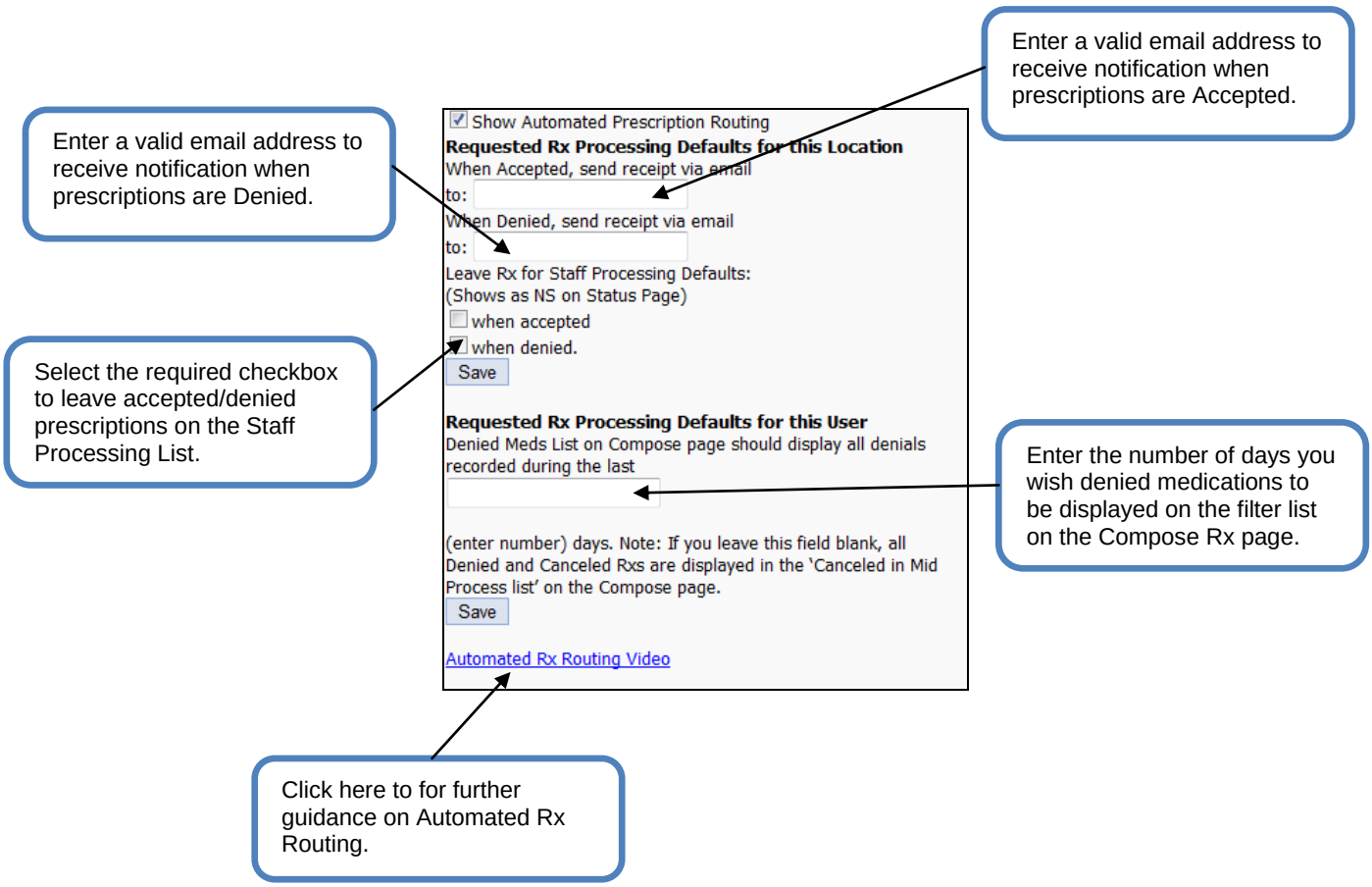
Note: This information can be modified without having a Doctors Role.

14.1.2.8 Limit Status Page Display to Current Location

This feature is designed for multi-site Practices. This will restrict one practice from viewing entries of another practice.

14.1.2.9 Automated Prescription Routing/Rx Processing Defaults

- Select the Show Automated Prescription Routing check box to configure the Accept/Send functionality on the Compose Rx Page. This will allow Providers to autoroute patient's prescriptions to the Pharmacy.


Enter a valid email address to receive notification when prescriptions are Accepted.
Enter a valid email address to receive notification when prescriptions are Denied.
Show Automated Prescription Routing
Requested Rx Processing Defaults for this Location
When Accepted, send receipt via email
to:
When Denied, send receipt via email
to:
Leave Rx for Staff Processing Defaults:
(Shows as NS on Status Page)
when accepted
when denied.
Save
Requested Rx Processing Defaults for this User
Denied Meds List on Compose page should display all denials recorded during the last
(enter number) days. Note: If you leave this field blank, all Denied and Canceled Rxs are displayed in the 'Canceled in Mid Process list' on the Compose page.
Save
Automated Rx Routing Video
Select the required checkbox to leave accepted/denied prescriptions on the Staff Processing List.
Enter the number of days you wish denied medications to be displayed on the filter list on the Compose Rx page.
Click here to for further guidance on Automated Rx Routing.

Please Note: The top section of this screen is applicable to the Location and the bottom section relates to the logged in user.

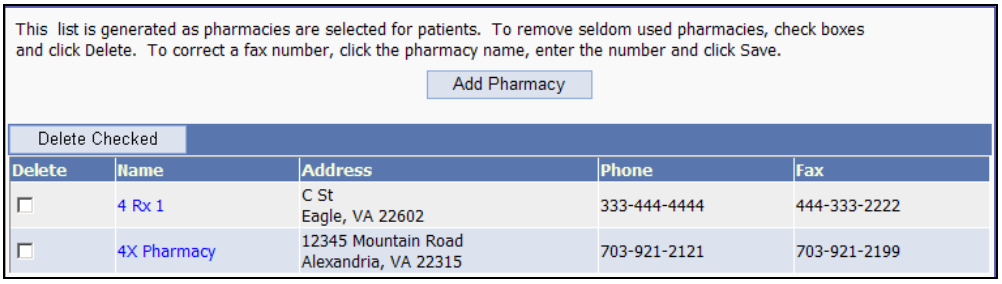
14.1.3 Lists

This section provides the functionality to add new Locations and Healthplans for the patient.

14.1.3.1 Pharmacy List

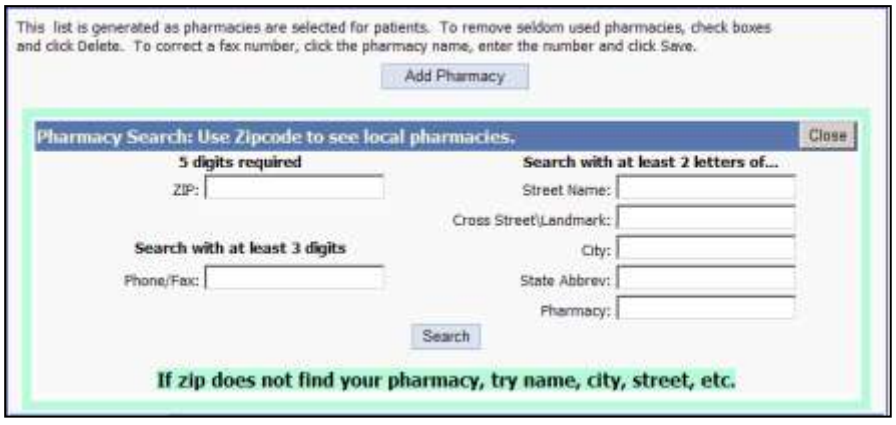
The Pharmacy List shows each location's list of selected pharmacies. The lists can be maintained from here or allowed to accumulate as pharmacies are selected for patients. Pharmacy Lists can be used to edit incorrect fax numbers and delete seldom used pharmacies as well as adding new pharmacies to the list.

Selecting the Location Pharmacy List hyperlink will open the 'Maintain Pharmacies by Location' screen.



If you wish to add a new pharmacy:

- Select the 'Add Pharmacy' button.


This list is generated as pharmacies are selected for patients. To remove seldom used pharmacies, check boxes and click Delete. To correct a fax number, click the pharmacy name, enter the number and click Save.
Add Pharmacy
Pharmacy Search: Use Zipcode to see local pharmacies.
Close
5 digits required
ZIP:
Search with at least 2 letters of...
Street Name:
Cross Street\Landmark:
City:
Search with at least 3 digits
Phone/Fax:
State Abbrev:
Pharmacy:
Search
If zip does not find your pharmacy, try name, city, street, etc.

The user can search for a pharmacy by entering criteria into one or more fields and selecting Search.

- The Pharmacy Search Results list will be displayed as shown below.

- Select the tick boxes of the pharmacies to be added to list.
- Select the Add Checked Pharmacies button to save the changes.

The colored circles within the erx column denote:

- Green: Pharmacy on Electronic Network
- Black : Patient preferred Pharmacy
- Blue: Pharmacy accepts Mail order

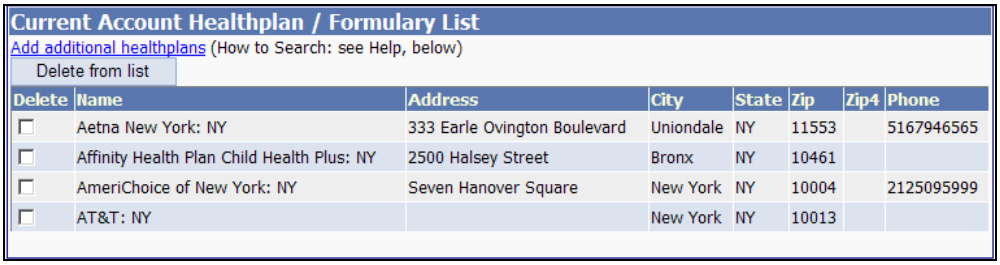
Important Information: Providers should search for all Pharmacies in their State that they will prescribe to. This will save having to add Pharmacies at a later date.

As all Pharmacies do not accept Mail Order, it is advisable to add Pharmacies such as Medco and CareMark which do accept Mail Order Delivery.

For more information on Adding Pharmacies please refer to Section 7.3 Completing the Prescription.

14.1.3.2 Healthplan/Formulary Lists

The Healthplan Lists can be used to build and maintain a list of insurance plans and formularies.
Selecting the 'Account Healthplan List' hyperlink will open the 'Current Account Healthplan/Formulary List' screen.


Current Account Healthplan / Formulary List
Add additional healthplans (How to Search: see Help, below)
Delete from list
Delete Name Address City State Zip Zip4 Phone
Aetna New York: NY 333 Earle Ovington Boulevard Uniondale NY 11553 5167946565
Affinity Health Plan Child Health Plus: NY 2500 Halsey Street Bronx NY 10461
AmeriChoice of New York: NY Seven Hanover Square New York NY 10004 2125095999
AT&T: NY New York NY 10013

The screen displays Healthplans which are included within your State.

- To add a new Healthplan select the 'Add additional healthplans' hyperlink.

Select and Add to Account List
Choices listed for your state are displayed. Use search box to find national accounts (General Motors, IBM,) or individual employers (Houston ISD, Friendly Local Bank, etc.)
Search
Add To List
Close List
Name Address City State Zip Zip4 Phone
1199 Home Care Industry Benefit 330 West 42nd Street New York NY 10036 6464739200
1199 National Benefits & Pension Fund 330 West 42nd Street New York NY 10036 2126318269
32BJ Labor and Union Group 6th Avenue New York NY 10013 2153883445
Aetna New York 333 Earle Ovington Boulevard Uniondale NY 11553 5167946565
Aetna New York 333 Earle Ovington Boulevard Uniondale NY 11553 5167946565
Aetna New York POS 333 Earle Ovington Boulevard Uniondale NY 11553
Aetna New York POS 333 Earle Ovington Boulevard Uniondale NY 11553
Aetna New York PPO 333 Earle Ovington Boulevard Uniondale NY 11553 8003328742
Aetna New York PPO 333 Earle Ovington Boulevard Uniondale NY 11553 8003328742
Affinity Health Plan Child Health Plus 2500 Halsey Street Bronx NY 10461
Affinity Health Plan Family Health Plus 2500 Halsey Street Bronx NY 10461
Affinity Health Plan formerly Bronx Health Plan One Fordham Plaza Bronx NY 10458 7187334747
Affinity Medicare Solutions 2500 Halsey St. Bronx NY 10461 8772344499
Affinity Medicare Ultimate 2500 Halsey Street Bronx NY 10461 8772344499
AFTRA 261 Madison Avenue New York NY 10016 8005624690

- Check the required tick boxes and select the Add To List button.

Note: The Search field can also be used to find National Accounts or Individual Employers which do not appear by State.

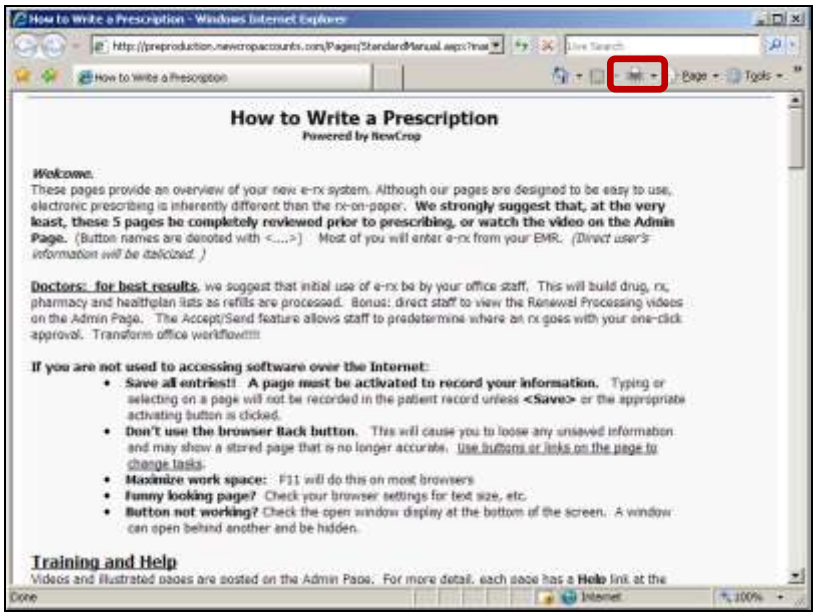
- If you wish to delete a healthplan check the tick boxes of the required fields and select the 'Delete From List' button located above the list.

14.1.3.3 Support

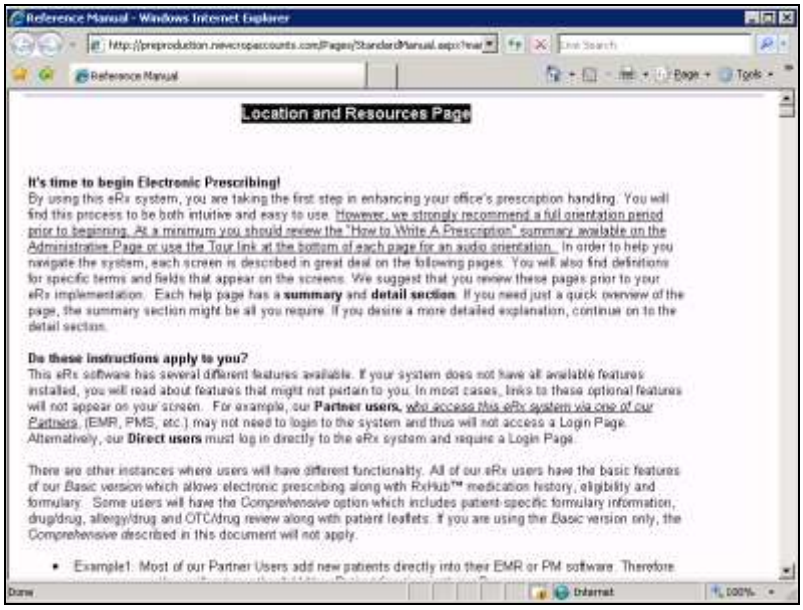
The Support section provides the user with hyperlinks to Prescribing Help along with the Reference and Admin Manuals.

The Read Me First Pages is a good way to begin (How to Write a Prescription). These pages are “screen shots” and will show you the major components of each screen and how they are used.

- The ‘How to Write a Prescription’ hyperlink will open a pop up window displaying instructions for the user. These instructions can also be printed off.


How to Write a Prescription - Windows Internet Explorer
How to Write a Prescription
Powered by NewCrop
Welcome.
These pages provide an overview of your new e-rx system. Although our pages are designed to be easy to use, electronic prescribing is inherently different than the rx-on-paper. We strongly suggest that, at the very least, these 5 pages be completely reviewed prior to prescribing, or watch the video on the Admin Page. (Button names are denoted with <....>) Most of you will enter e-rx from your EMR. (Direct user's information will be italicized.)
Doctors: for best results, we suggest that initial use of e-rx be by your office staff. This will build drug, rx, pharmacy and healthplan lists as refills are processed. Bonus: direct staff to view the Renewal Processing videos on the Admin Page. The Accept/Send feature allows staff to predetermine where an rx goes with your one-click approval. Transform office workflow!!!!
If you are not used to accessing software over the Internet:
Save all entries!! A page must be activated to record your information. Typing or selecting on a page will not be recorded in the patient record unless <Save> or the appropriate activating button is clicked.
Don't use the browser Back button. This will cause you to loose any unsaved information and may show a stored page that is no longer accurate. Use buttons or links on the page to change tasks.
Maximize work space: F11 will do this on most browsers
Funny looking page? Check your browser settings for text size, etc.
Button not working? Check the open window display at the bottom of the screen. A window can open behind another and be hidden.
Training and Help
Videos and illustrated pages are posted on the Admin Page. For more detail, each page has a Help link at the

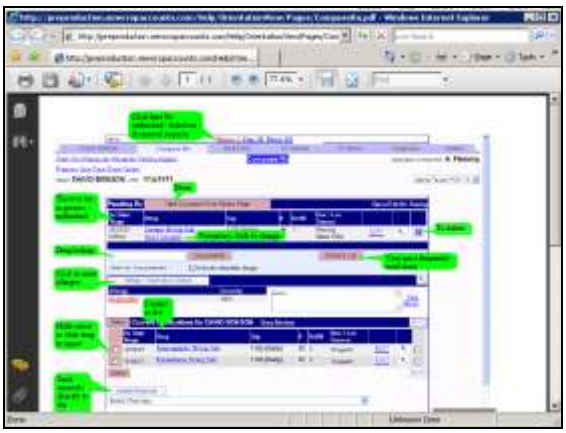
- To view or print the Reference or Admin Manual select the required hyperlink.
- The pop up window will appear displaying the manual.

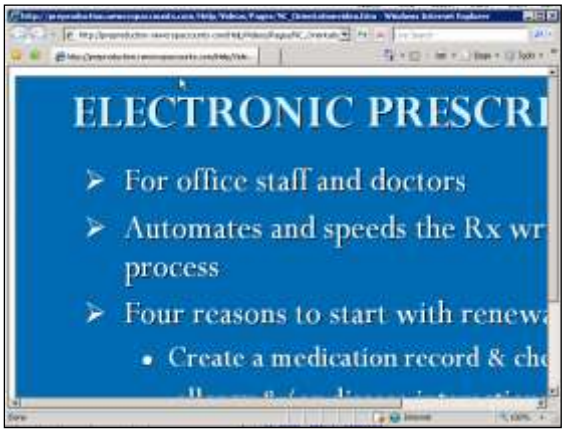

Reference Manual - Windows Internet Explorer
Location and Resources Page
It's time to begin Electronic Prescribing!
By using this eRx system, you are taking the first step in enhancing your office's prescription handling. You will find this process to be both intuitive and easy to use. However, we strongly recommend a full orientation period prior to beginning. At a minimum you should review the "How to Write A Prescription" summary available on the Administrative Page or use the Tour link at the bottom of each page for an audio orientation. In order to help you navigate the system, each screen is described in great deal on the following pages. You will also find definitions for specific terms and fields that appear on the screens. We suggest that you review these pages prior to your eRx implementation. Each help page has a summary and detail section. If you need just a quick overview of the page, the summary section might be all you require. If you desire a more detailed explanation, continue on to the detail section.
Do these instructions apply to you?
This eRx software has several different features available. If your system does not have all available features installed, you will read about features that might not pertain to you. In most cases, links to these optional features will not appear on your screen. For example, our Partner users, who access this eRx system via one of our Partners, (EMR, PMS, etc.) may not need to login to the system and thus will not access a Login Page. Alternatively, our Direct users must log in directly to the eRx system and require a Login Page.
There are other instances where users will have different functionality. All of our eRx users have the basic features of our Basic version which allows electronic prescribing along with RxHub™ medication history, eligibility and formulary. Some users will have the Comprehensive option which includes patient-specific formulary information, drug/drug, allergy/drug and OTC/drug review along with patient leaflets. If you are using the Basic version only, the Comprehensive described in this document will not apply.
Example1: Most of our Partner Users add new patients directly into their EMR or PM software. Therefore

14.1.3.4 Orientation Views

Orientation Views can be used by the user as a guide to the system. There are five hyperlinks detailing instructions of prescribing and three videos the user can watch for information.

- Select the required hyperlink and the pop up window will be displayed showing the instructions or video.
- To print off the instructions select the Print button from the toolbar.




ELECTRONIC PRESCRI
For office staff and doctors
Automates and speeds the Rx wr
process
Four reasons to start with renew
Create a medication record & ch

14.1.3.5 Account Manager's News

Account Manager's News displays any information that the account manager wishes to post and can function as a daily "blog." The information listed here can be only entered or deleted by the Account Manager.

14.1.3.6 Office Bulletin Board

The Office Bulletin Board may be used to informally display messages to all staff throughout the day. Type the message that you wish to send and click the Save button.

15 Help

15.1 Support Materials

ePrescribing is designed to be simple and intuitive. In the event that you need it, there is a link to the Help Page at the bottom of each screen. You have two types of help screens to choose from. The Popup Help link displays the help screen in a separate screen for your review. Alternatively, you may choose the Help link which will add the help information to the bottom of the screen you are working on. There is also an audio Tour if you require a quick review.

16 Important Information

There are certain requirements that should be taken into consideration when issuing prescriptions to patients.

- Prescription paper should be 8 ½ inch by 11 inch non perforated.

- States of New York, New Jersey, Kentucky and Indiana:
  - Prescription paper will be perforated at the upper left hand corner.
  - Prescriptions should be printed on non-perforated paper.
  - Prescription paper will contain pre-printed headers.

- State of Florida:
  - Prescriptions can only be transmitted one at a time.

17 Surescripts Participant Bulletin (Eligibility Requests)

surescripts
The Nation's E-Prescription Network

Surescripts Participant Bulletin	
Date:	March 1, 2011
Title:	Change to Certification Requirements Regarding Eligibility Requests in Version 5010 Implementations and Certifications
Purpose:	Surescripts hereby notifies all Prescriber Technology Vendor Participants of a change in Surescripts Certification criteria with respect to Eligibility requests in ASC X12 Version 5010. The new Certification requirements stipulate that vendors only initiate one (1) Eligibility check for the same patient by the same physician within any three (3) calendar day period.
DETAILS	
Background:	The new Surescripts Certification requirements stipulate that vendors only initiate one (1) Eligibility check for the same patient by the same physician within any three (3) calendar day period. A calendar day is defined as 12:00 AM (Midnight) through and including 11:59 PM (Central Time), regardless of the location of the requesting provider, the receiving PBM, or the patient encounter. The requirements impacted by this change have been updated in the Surescripts Application Certification Requirements document v1.3. An excerpt containing the new requirements is set forth below in this bulletin. The effective date of the Certification change is March 1, 2011. The compliance date for all Participants to have made system changes to comply with the new requirements will be no later than 9/1/2012. This compliance date is consistent with Surescripts' standard compliance window which provides Participants eighteen (18) months to comply with the updated certification requirements. Additional details: a. Current Participants that migrate from 4010 to 5010 Eligibility and new Participants must meet these requirements as part of their migration or initial certification. b. Participants that have not started implementation activities on 5010 Eligibility (defined to mean those Participants who have not received an Implementation Guide with the new requirements as set forth herein) as of March 1, 2011 will be required to meet the new Certification requirements immediately upon certification. c. Current Participants who have begun the migration from 4010 to 5010 Eligibility or new Participants who have begun the Certification process to 5010 (defined as a Participant who as of March 1 has received the Implementation Guide with the old requirements) will be required to recertify and meet the compliance deadline

2800 Crystal Drive
Arlington, VA 22202
T: 866.797.3239 F: 877.801.2536

www.surescripts.com

380 Saint Peter Street
St. Paul, MN 55102
T: 866.267.9482 F: 651.855.3001

of 9/1/2012.

d. Participants that have already certified and are in Production on 5010 Eligibility will be required to recertify and meet the compliance deadline of 9/1/2012.

Surescripts' Compliance Department will monitor Eligibility volumes to validate that the new requirements are being met. For vendors that have been certified on the updated requirements but are determined to be out of compliance, a formal compliance process will be initiated and remediation required.

CALL TO ACTION

- All Prescriber Technology Vendor Participants shall ensure that all milestone dates are met as outlined.

CONTACT INFORMATION

Please contact the appropriate account management team at Surescripts with questions:

- **Prescriber Technology Vendor** – Alliances@surescripts.com
- Please note **Retail Pharmacy, Retail Pharmacy Technology Vendors, and PBM/Payers** are not impacted by this change. However, if you have questions please contact your Customer Relations Account Executive.

EXCERPT OF CERTIFICATION REQUIREMENTS

Surescripts Application Certification Requirements document v1.3

Eligibility Retrieval

3.1 The Participant shall ensure an Eligibility request is associated with a patient encounter.

3.2 The Participant shall ensure an Eligibility request is sent no more than 3 calendar days before the patient encounter.

3.3 The Participant shall request Eligibility for a patient only once during a 3 calendar day period unless an error is encountered in the Eligibility retrieval process.

3.4 Information returned in the Eligibility response (e.g. Member Unique ID) shall be used within 3 calendar days of receipt.

3.5 PBM and the Participant shall be able to process an Eligibility request/response that has both the subscriber and dependent levels populated.[1]

3.6 Participant/PBM must be able to process any valid 270 request and 271 response (valid data elements and values, including optional elements, supported by ANSI X12 must not cause processing failure at the end-point).

3.7 Application shall alert the user if a given field in the application allows for more characters than the X12 standard transaction allows for that data element.

Definition: A calendar day runs from 12:00 AM to 11:59 PM (Central Time), regardless of the location of the requesting provider, the receiving PBM, or the patient encounter.

[1] Process does not mean that the participant can systematically default to returning an error in this scenario.

2800 Crystal Drive
Arlington, VA 22202
T: 866.797.3239 F: 877.801.2536

www.surescripts.com

920 Second Avenue South
Minneapolis, MN 55402
T: 866.267.9482 F: 651.855.3001

AxSys House, Marchburn Drive, Glasgow Airport Business Park, Paisley, PA3 2SJ
T: 00 44 0870 840 8600 E: Training@axsyshealth.com